

Service Level Description

Facility Services Department

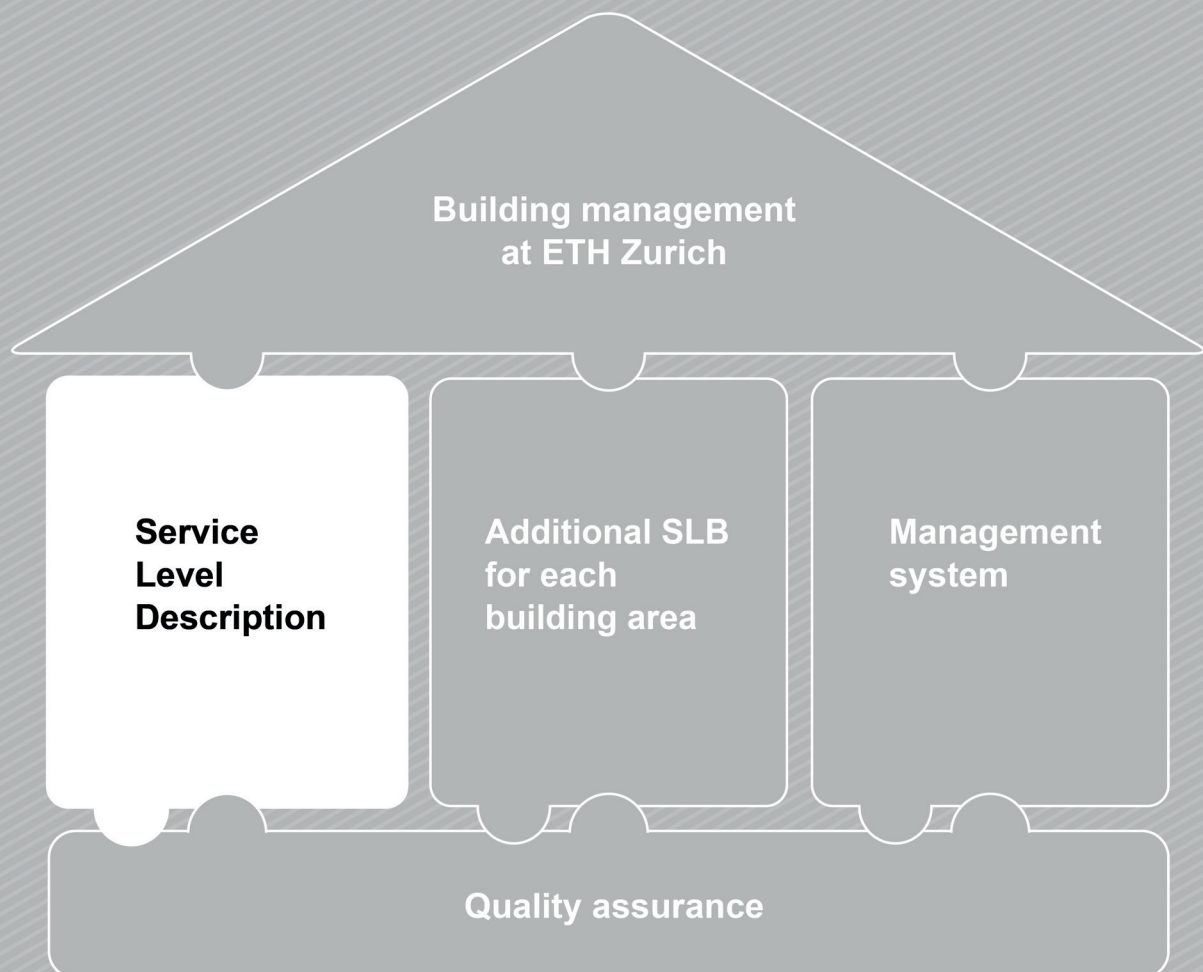


Table of contents

List of abbreviations	5
Foreword	7
Introduction and objective.....	8
Technical maintenance	9
Facility management	10
Servicing	11
Inspection	12
Fault analysis / resolution	13
Repairs	14
Integral tests	15
Renewal.....	16
Building control system.....	17
Energy controlling	18
Facility management optimisation	19
Supply.....	21
Media supply and used media collection.....	22
Cleaning	23
Maintenance cleaning.....	24
Daytime cleaning	26
Window and façade cleaning.....	27
Primary waste disposal.....	28
Waste disposal	29
Secondary waste disposal.....	30
Maintenance of external facilities	33
Management of green areas	34
Machinery-based winter maintenance.....	35
Caretaking	37
General caretaking services	38
Locking-up rounds	41
Inspection rounds	42
Manual winter maintenance.....	44

Pest control.....45

Info + Service Centre..... 47

Help desk.....48

Post49

Key management50

Reception.....51

Other Services 53

Carpentry54

Events support.....55

Interior plant care.....56

Building Security 57

First intervention at incidents.....58

Emergency Desk59

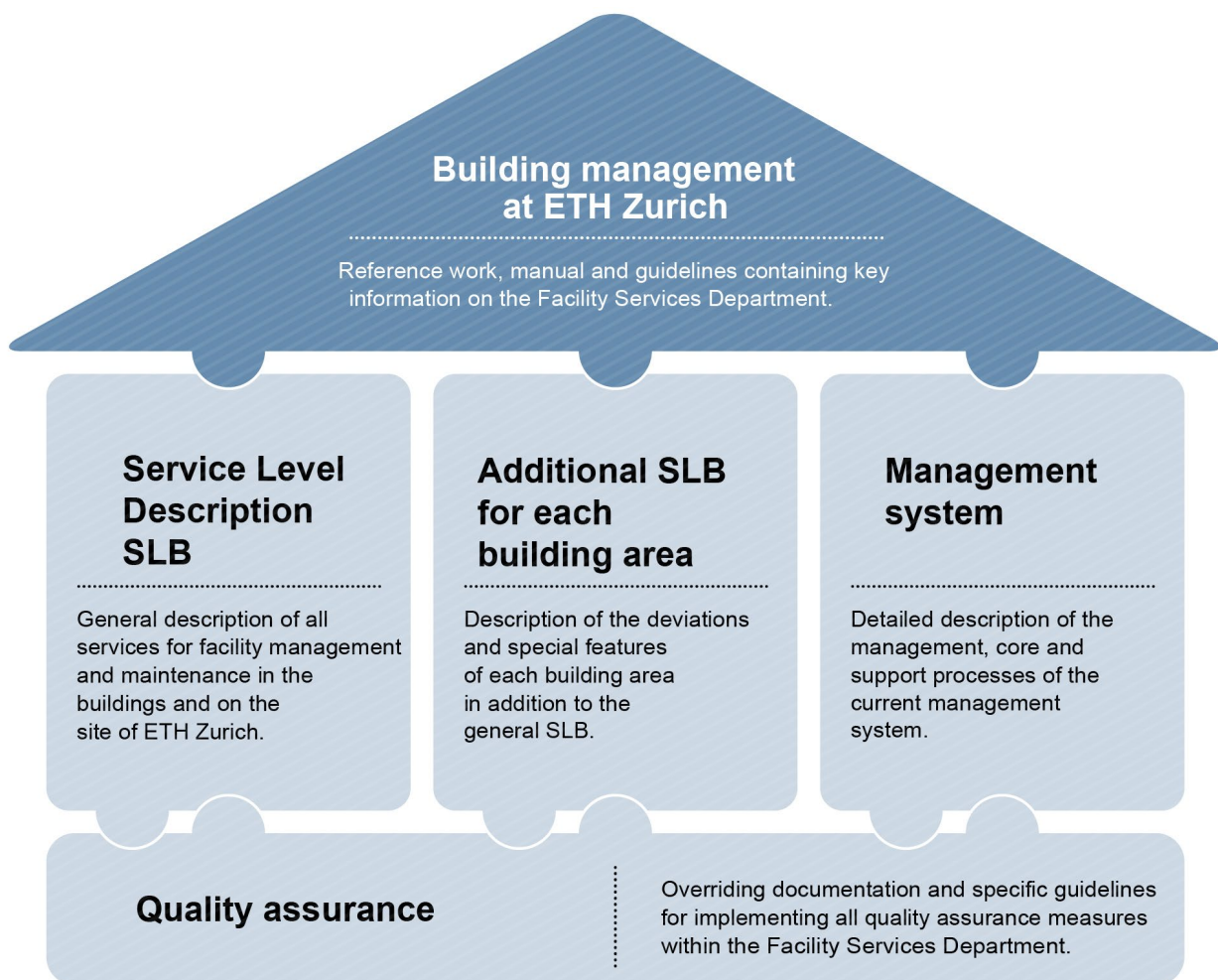
List of abbreviations

BA	Building Automation
BAR	Building Area
BMIS	Building Management Information System
CAFM	Computer-Aided Facility Management
CS	Commercial Support
Dept.	Department
DH	Department Head
EB	Executive Board
ED	Emergency Desk
EEWG	Experience Exchange Working Groups
EHVAC	Electrics, Heating, Ventilation and Air Conditioning
EMMS	Energy and Media Management System
ES	Events and Site Developments
ETHZ	Swiss Federal Institute of Technology Zurich
FCD	Finance and Controlling Directorate
FSD	Facility Services Department
FMO	Facility Management Optimisation
FVETD	Federal VET Diploma
HR	Human Resources
IBM	Infrastructural Building Management
ISC	Info + Service Center
MMS	Multimedia Services
OHM	Occupational Health Management
PCO	Purchasing Coordination Office
PFM	Portfolio Management
SG	Subject Group
SLB	Service Level Description
SS	Security Service
SSHE	Safety, Security, Health and Environment
TBM	Technical Building Management
VPIN	Vice President for Infrastructure

Foreword

This Service Level Description (SLB) describes the requirement for operational and maintenance services in all buildings of ETH Zurich and its technical facilities, as well as the provision of infrastructural building management services by the Facility Services Department. As a basic document of the Facility Services Department, this SLB is directly related to other key basic documents. All basic documents are stored and available on the management system at the Share Point of the Facility Services Department.

Basic documents



The current version of this document will enter into force as of January 2023. This version replaces all earlier versions. The information it contains is revised / updated regularly by the Facility Services Department.

Andreas Hofmann, Head of Facility Services Department

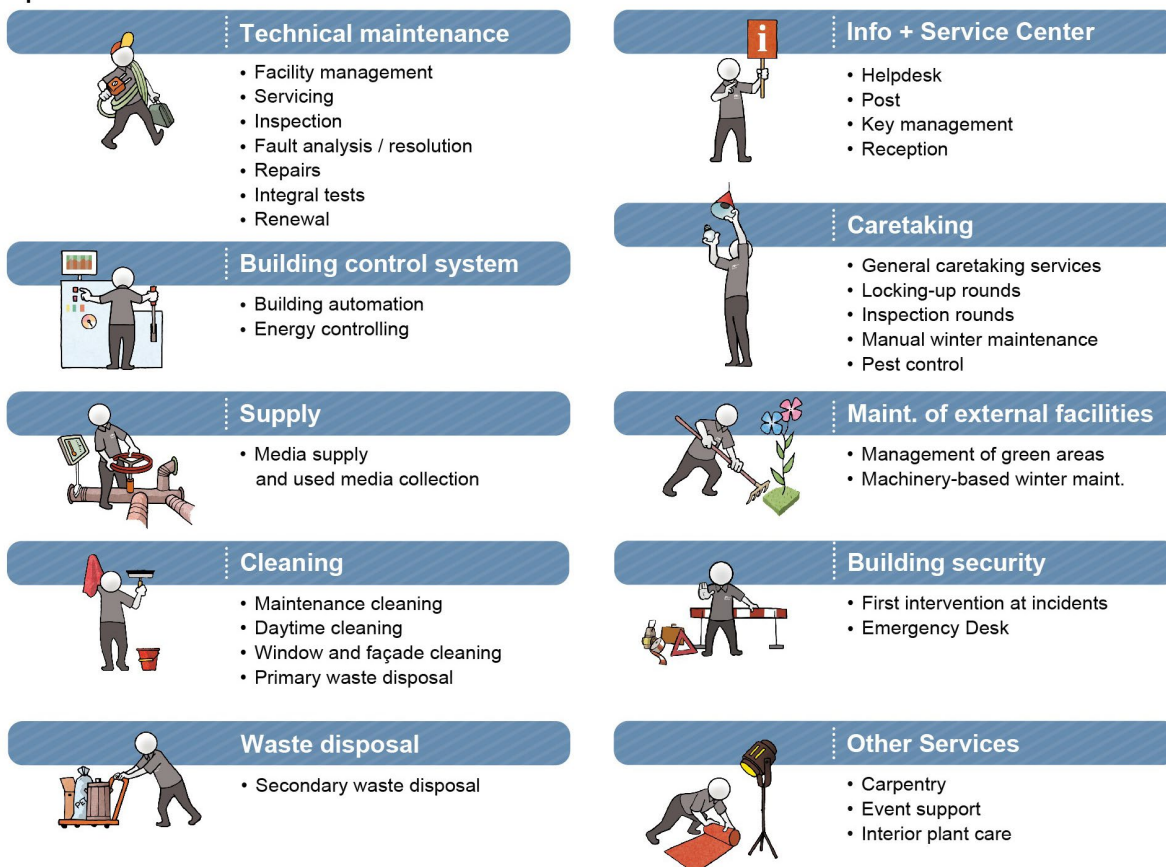
Zurich, January 2023

Introduction and objective

The service contract agreed by the Facility Services Department is divided into different service groups (SGs), which themselves are split into individual modules. All SGs and the associated modules are summarised in the overview diagram below:

Service groups and modules

Operation and Maintenance



This document uses tables to describe the services in each module and to allocate the (internal / external) service providers and determine how the services are priced (standard / additional services). The scope of the services defined in this SLB applies to all ETH Zurich buildings (basic order). Individual services in an individual building are recorded in the concepts for each building area (BAR). Each building at ETH Zurich is thus provided with an individually defined SLB.

Operation and maintenance



Technical maintenance

- Facility management
- Servicing
- Inspection
- Fault analysis / resolution
- Repairs
- Integral tests
- Renewal

Facility management				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to ensure uninterrupted operations. To this end, activities are performed to manage and continuously monitor the functions of the structural and technical building facilities. Operational requirements and the need to operate economically are always taken into account in the process. The technical facilities of ETH Zurich and the responsibilities for them are defined in the documents “2-220-07G Zentrales Schnittstellenpapier” (Central interface document) and “2-110-21V Zusatzvereinbarung für Spezialanlagen” (Supplementary agreement for special facilities).</p>				
Defining a maintenance strategy regarding operational safety, legal requirements and the availability of the facilities.	x		x	
Defining and adapting the structural and technical building facilities according to inventory groups, e.g. which facilities belong to the heating group, which are special facilities, etc.	x		x	
Planning and carrying out the takeover and handover of facilities and resuming facility operations.	x		x	
Operating / controlling, monitoring, adjusting, optimising and if necessary, decommissioning and shutting down systems.	x		x	
Monitoring facilities through inspections and reporting abnormalities to the relevant specialist units.	x	x	x	
Defining and implementing measures to optimise the reduction of system operating costs and emissions.	x		x	
Organising and managing the consumable materials store / monitoring, reordering and refilling stock.	x		x	
Reacting to property-specific requirements or user-specific change requests in relation to facilities' settings (e.g. temperature control).	x		x	
Documenting operational implementation processes and procedures and maintaining data in the building management information system (BMIS = CAFM system).	x		x	

Servicing				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is the preventive maintenance and monitoring of the proper condition of the structural and technical building facilities. It focuses on ensuring suitability for use, preserving correct functioning, minimising friction and wear, preserving value and keeping the facilities in working order. Periodic / regular servicing is performed for this purpose. The type and frequency of the measures required depend on the availability that is stipulated and defined in the maintenance strategy and the installation-specific manufacturer's instructions.</p>				
Defining and adapting structural and technical building facilities that require servicing as well as their servicing cycles (including time frame).	x		x	
Handling contract management for external TBM providers (= enlisted sub-contractors) and budgeting, organising, coordinating services and monitoring the quality thereof.	x		x	
Servicing facilities with the help of check lists (pursuant to German Mechanical Engineering Industry (VDMA) requirements and manufacturers' specifications), taking into account the availability of those facilities.	x	x	x	
Documenting service records in writing and filing them away (physically and / or digitally).	x	x	x	
Reporting any identified defects immediately or, when possible, fix the problem right away.	x	x	x	
Documenting operational implementation processes and procedures and maintaining data in the building management information system (BMIS = CAFM system).	x		x	
Organising and managing the consumable materials store / monitoring, reordering and refilling stock.	x		x	
Checking potential warranties / guarantees and lodging claims under them.	x		x	

Inspection				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to visually assess the current condition of the structural and technical building facilities. Periodic / regular visual inspections and targeted testing, measurement, observation and simple investigations, including establishing the causes of wear, are conducted to this end. If defects are identified, the necessary measures (e.g. servicing or repairs) are initiated immediately in order to restore the structural and technical building facilities to their proper condition.</p>				
Defining and adapting structural and technical building facilities that require inspection as well as their inspection cycles (including time frame).	x		x	
Handling contract management for external TBM providers (= enlisted sub-contractors) and budgeting, organising, coordinating services and monitoring the quality thereof.	x		x	
Conducting inspections with the help of check lists (pursuant to German Mechanical Engineering Industry Association (VDMA) requirements and manufacturers' specifications), taking into account the availability of those facilities.	x	x	x	
Documenting inspection reports in writing and filing them away (physically and / or digitally).	x	x	x	
Reporting any identified defects immediately or, when possible, fix the problem right away.	x	x	x	
Documenting operational implementation processes and procedures and maintaining data in the building management information system (BMIS = CAFM system).	x		x	
Organising and managing the consumable materials store / monitoring, reordering and refilling stock.	x		x	
Checking potential warranties / guarantees and lodging claims under them.	x		x	

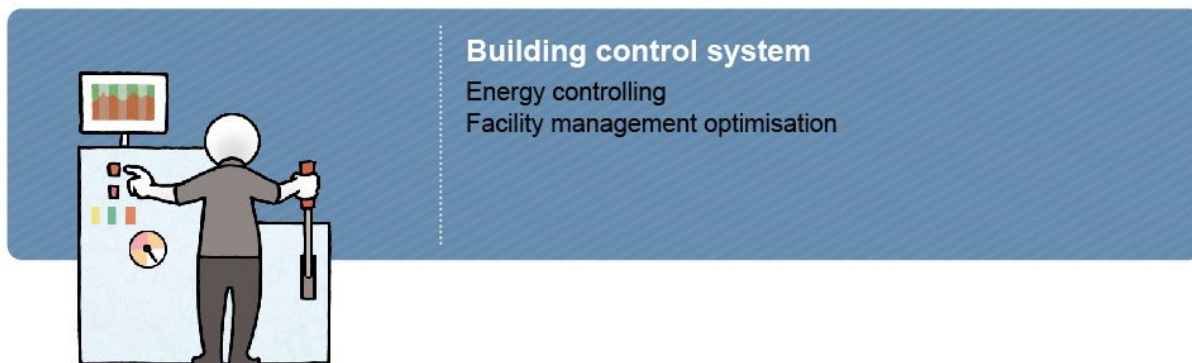
Fault analysis / resolution				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is the immediate analysis and rectification of faults involving the structural and technical building facilities. Specialists are available on call day and night (24 hours a day, 365 days a year) for this purpose. Faults and category 1 and 2 incidents must be rectified as quickly as possible.</p>				
<p>Organising on-call service during the availability periods and ensuring first intervention at incidents and category 1 and 2 faults within 15 minutes of notification on site:</p> <ul style="list-style-type: none"> - Weekdays: Mon – Fri from 7 a.m. to 5 p.m. 	x		x	
<p>Organising on-call service outside the availability periods and ensuring deployment at incidents and category 1 and 2 faults within 45 minutes of notification on site:</p> <ul style="list-style-type: none"> - Weekdays: Mon – Thu from 5 p.m. to 7 a.m. - Weekends: Fri from 5 p.m. to Mon 7 a.m. 	x		x	
<p>Receiving incident and fault reports relating to personal, building and system safety from the emergency desk, via the service portal or by telephone and initiating measures in response.</p>	x		x	
<p>Analysis, rectification and reporting of faults by specialists on site.</p>	x		x	

Repairs				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to repair defective structural and technical building facilities / restore them to their proper, fully functioning condition (up to a value limit of CHF 20,000 per individual case) if a facility is no longer safe or functioning correctly. Repair usually entails replacing the faulty or worn component, in terms of an “one on one” replacement.</p>				
Maintenance measures as needed to ensure fault-free operation.	x	x	x	
Obtaining quotes for planned repairs in accordance with defined value limits and approving and commissioning the repairs.	x		x	
Checking that repaired facilities function correctly and reporting the completion of the repairs.	x	x	x	
Providing original or equivalent spare parts at short notice and keeping a supply of them.	x		x	
Checking warranties and requirements and lodging warranty claims where possible.	x	x	x	

Integral tests				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to preserve the correct functioning of safety-relevant facilities. To this end, regular operational and safety tests are conducted on structural and technical building facilities (e.g. heating, ventilation and air conditioning facilities, fire doors, etc.). Integral tests comprise running through scenarios with various operating states in an entire building (e.g. power outage, fire, etc.) in order to prevent potential malfunctions or incorrect handling of safety-related systems in the operating phase.</p>				
Defining the regularity of the integral tests for each building, based on the complexity, the potential risks and the results / experiences from past tests.	x		x	
Drawing up a script for each integral test which provides a precise definition of which operating state will be simulated at which time and which structural and technical building facilities will be tested (= definition of performance parameters, disturbance variables and sequences for the test).	x	x	x	
<p>Performing integral tests / simulations with internal and external specialists on structural and technical building facilities, taking into account the required facility availability and relevant standards / guidelines (Swiss Society of Engineers and Architects (SIA), Swiss Society of Building Technology Engineers (SWKI)) and analysing the behaviour of the facility in various operating states using testing and inspection plans:</p> <ul style="list-style-type: none"> - Compliance with the required performance parameters (fire control systems, emergency power switchover, etc.). - Stability of the system in various operating states. - Behaviour of the system in the event of unexpected incidents caused by disturbances. <p>Servicing options during ongoing operation.</p>	x	x	x	
Performing repeat tests if test sequences are not completed successfully.	x	x	x	
The tests including the defects identified in each structural and technical building facility must be documented in a test report, responsibilities defined for the rectification of the defects, the defects rectified and potential improvements implemented.	x	x	x	

Renewal				
Description of service	Service provider		Service pricing	
	Internal	External		Internal
A renovation involves the restoration of an entire structure or parts of the structure to return it to a condition comparable to when it was new.				
With an improvement, the building is altered to provide a higher-value use. Work up to CHF 20,000 is carried out by the building area itself. For work in excess of CHF 20,000, the Real Estate department's Asset Management team performs the work	x		x	

Operation and maintenance



Energy controlling				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to record data on energy and media consumption and analyse it regularly with the electronic media management system (EMMS). The data recorded is used as the basis for a sustainable reduction in energy and CO₂ consumption at ETH Zurich.</p>				
Defining the requirements for energy controlling and operating the electronic media management system (EMMS) for recording consumption data and key energy indicators.	x		x	
Recording and evaluating energy consumption data on a monthly basis: <ul style="list-style-type: none"> - Comparing the values with the corresponding previous periods to determine their plausibility - Determining the causes of deviations in the energy values and initiating fault analyses / an investigation into the causes if necessary 	x		x	
Communicating results and findings of the energy data evaluation and raising awareness of efficient energy usage / savings among building users.	x		x	

Facility management optimisation				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Facility management optimisation comprises all consulting activities, actions and measures involving technical building systems whose aim is to optimise these systems through the efficient use of resources. Legal regulations, operational safety and economic efficiency, along with the needs of those involved in teaching and research, must be taken into account and weighed against one another.</p>				
<p>Continuously identifying and implementing measures that require little or no investment, e.g.:</p> <ul style="list-style-type: none"> - Using energy-efficient light bulbs (highest energy efficiency class). - Adapting operating parameters (switching times, setpoint values, operating programs and system regulation at any time as required or as needed). - Understanding how systems work and how to save energy when using them. - Questioning whether an operation is truly necessary. - Limiting room temperatures. - Switching off unnecessary consumers. - Installing and activating motion sensors. 	x		x	

Operation and maintenance



Media supply and used media collection				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The objective of this service module is to procure energy and media to make them available to all areas. This includes power, heat, steam, refrigeration, compressed air, municipal water, treated water and natural gas. Used media collection comprises the collection and disposal of media in the correct manner as stipulated by the legal requirements. Hazardous goods are not collected by the Facility Services Department but by the Safety, Security, Health and Environment department (SSHE).</p>				
Delivering the energy and media.	x		x	
Operating, maintaining and if necessary, repairing the infrastructure required for media supply.	x		x	
Ensuring the supply of compressed air, steam and treated water.	x		x	
Supplying selected private customers (e.g. student housing) with energy and media and passing on the costs accordingly.	x		x	
Monitoring water quality and defining and implementing measures in the event of contamination.	x	x	x	
Documenting used media collection and ensuring compliance with all legal / environmental requirements.	x		x	

Operation and maintenance



Cleaning
Maintenance cleaning
Daytime cleaning
Window, greenhouse glazing and façade cleaning
Primary waste disposal

Maintenance cleaning				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
This service module comprises all activities related to the maintenance cleaning of all floor spaces and external surfaces of all ETH buildings and the procurement, supply and restocking of consumables.				
Defining the cleaning strategy in terms of outsourcing, bundling and drafting cleaning contracts, including optimising cleaning processes from an economic / environmental standpoint.	x		x	
Operational implementation of maintenance cleaning, including restocking all consumables for the different room groups at defined cleaning intervals.		x	x	
<p>Cleaning:</p> <p>Cleaning building premises, workstations and floors. Mopping / vacuuming floors all-over according to the type of flooring.</p> <p><u>Once a week:</u> Offices, laboratories, common rooms, workshops.</p> <p><u>Daily:</u> Public recreation rooms / areas, toilets, training rooms/lecture theatres, meeting rooms, foyers/entrance halls.</p> <p><u>Desk sharing work areas:</u> Cleaning material is provided for intermediate cleaning (According to use via red / green user cards).</p> <p><u>Once a year:</u> All interior glazing (not façade components).</p>		x	x	
<p>Checking, emptying and restocking:</p> <p>Checking waste paper baskets and waste bins, emptying them and replacing transparent bags if necessary. Checking soap dispensers, towel rolls, paper towels, toilet paper and disinfectant and restocking them if necessary.</p> <p><u>Twice a week:</u> Offices, laboratories, common rooms, workshops.</p> <p><u>Daily:</u> Public recreation rooms / areas, toilets, training rooms / lecture theatres, meeting rooms, foyers / entrance halls.</p>		x	x	

Maintenance cleaning				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Wiping down:</p> <p>Wiping down furniture up to a height of 1.80 metres, sills / ledges, free surfaces and exhibition equipment.</p> <p><u>Once a month:</u> Offices, laboratories, meeting rooms, common rooms, workshops, foyers/entrance halls, training rooms / lecture theatres, toilets, public recreation rooms/areas.</p>		X	X	
<p>Dusting:</p> <p>Dusting accessible radiators, skirting boards, fire extinguishers.</p> <p><u>Twice a year:</u> Offices, laboratories, meeting rooms, common rooms, workshops, foyers/entrance halls, training rooms / lecture theatres, toilets, public recreation rooms / areas.</p>		X	X	
<p>Other maintenance cleaning activities include:</p> <ul style="list-style-type: none"> - Procuring, supplying and replacing consumables (toilet paper, soap, paper towels, etc.). - Identifying, recording and reporting defects or damage to building infrastructure. - Optimum handling of the cleaning agents and machines used from a technical and ecological standpoint. - Identifying and implementing improvements and savings opportunities. - Closing all rooms after maintenance cleaning. 		X	X	
<p>Initiating deep cleaning where necessary to remove old, worn-out protective layers and any dirt residues approximately every one to two years depending on the building and room group.</p>		X	X	
<p>Adjusting the service level based on property-specific requirements. This results in individual service level descriptions for each building:</p> <ul style="list-style-type: none"> - modified room groups - modified cleaning intervals - modified cleaning activities 		X	X	X
<p>Preventive measures by supplementary purification to prevent the spread of pandemic pathogens.</p>	X	X		X

Daytime cleaning				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
Daytime cleaning comprises all cleaning activities that are performed in addition to the maintenance cleaning module. A specific time frame is defined for daytime cleaning.				
Budgeting, organisation, planning, coordination, monitoring and supervision of daytime cleaning teams consisting of personnel from third-party companies and internal cleaning personnel.	x		x	
<u>Operational implementation and time slots for daytime cleaning:</u> Mon – Fri: 8 a.m. – 6 p.m. Daytime cleaning activities include: <ul style="list-style-type: none"> - Cleaning areas outside the maintenance cleaning intervals. - Cleaning areas not covered by the maintenance cleaning room groups. - Completing small orders as instructed by the Head of IBM. - Performing cleaning services that do not form part of maintenance cleaning. - Performing additional cleaning of interior glazing. 	x	x	x	
Adjusting the service level based on property-specific requirements. This results in individual service level description for each building: <ul style="list-style-type: none"> - modified room groups - modified cleaning intervals - modified cleaning activities 	x	x		x

Window and façade cleaning				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The window and façade cleaning comprises the cleaning activities pertaining to the exterior façade surfaces and the interior and exterior façade glazing and windows for all buildings (façade surfaces, windows, frames, windowsills). The interior glazing is cleaned as part of the maintenance cleaning activities.</p>				
Budgeting, organisation, coordination, monitoring, supervision and ordering of the complete window and façade cleaning for all buildings by external service providers.	x		x	
Coordinating times and dates with the building users to ensure that the cleaning work has no negative impact on teaching or research activities (building users and visitors).	x	x	x	
<p>Operational implementation of the ordered window and façade cleaning, taking into account building users' requirements and the parameters concerning building accessibility (inside / outside), including implementation of a suitable access plan for work executed at height (cherry pickers, building maintenance units etc.) according to defined intervals for each building.</p> <p>Cleaning intervals for each building: 1x every two to three years (varies depending on the building and the façade design)</p> <p>Activities related to window and façade cleaning include:</p> <ul style="list-style-type: none"> - Applying / removing all necessary coverings before/after window and façade cleaning. - Cleaning the frames (inside and outside). - Cleaning the glass panes (inside and outside). - Cleaning the façade surfaces (outside) depending on the architecture. - Cleaning the shutters / sun blinds (outside). - Securing the working areas and protecting building users and operational staff in the hazard area depending on the apparatus used for working at height. 		x	x	
<p>Adjusting the service level based on property-specific requirements. This results in individual service level description for each building:</p> <ul style="list-style-type: none"> - modified cleaning intervals 	x	x		x

Primary waste disposal				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Primary waste disposal comprises the activities that are directly incorporated in the work steps of maintenance cleaning. Collecting separated waste from the areas to be cleaned is the core task within this module.</p>				
Budgeting, organising, planning, coordinating, monitoring and supervising primary waste disposal as part of maintenance cleaning carried out by third-party companies / internal staff.	x		x	
<p>Defining the surfaces and receptacles to be cleaned, the type of waste disposal, the provisions for separating waste, the emptying intervals and the dates and times of these activities.</p> <p>The following types of waste are collected separately, recycled or otherwise properly disposed of in all building areas:</p> <ul style="list-style-type: none"> - Paper / cardboard - Waste generated by facility management activities - Glass - Metals - Fluorescent tubes - Electronic waste - Batteries - PET - Waste wood - Volatile storage - Etc. <p>The following types of waste are collected separately, recycled or otherwise properly disposed of in some cases in certain building areas:</p> <ul style="list-style-type: none"> - Garden waste and compost - Nespresso capsules - Aluminium 	x	x	x	
<p>Activities related to primary waste disposal include:</p> <ul style="list-style-type: none"> - Collection and disposal of loose material and the various types of waste in the disposal areas provided. - Ensuring that container sites and collection points (central and decentralised) are tidy and preventing odours. - Wet cleaning of the central disposal areas (container sites) as required. 	x	x	x	

Operation and maintenance



Secondary waste disposal				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Secondary waste disposal comprises the implementation of the disposal strategy, performing waste separation, disposing of waste in an environmentally compatible manner and handing waste over to the disposal service. Selecting a certified external disposal service improves safety by ensuring effective, environmentally compatible waste disposal. Hazardous goods are not disposed of by the Facility Services Department but by the Safety, Security, Health and Environment department (SSHE).</p>				
Budgeting, organising, planning, coordinating, monitoring and supervising waste disposal carried out by third-party companies / internal staff and preparing, consulting on and approving a waste disposal strategy.	x		x	
<p>Defining the waste types to be disposed of and separated, which are to be collected separately, recycled or otherwise properly disposed of in all building areas:</p> <ul style="list-style-type: none"> - Paper / cardboard - Waste generated by facility management activities - Glass - Metals - Fluorescent tubes - Electronic waste - Batteries - PET - Waste wood - Volatile storage - Etc. <p>The following types of waste are collected separately, recycled or otherwise properly disposed of in some cases in certain building areas:</p> <ul style="list-style-type: none"> - Garden waste and compost - Nespresso capsules - Aluminium 	x	x	x	
<p>Defining the types and quantities of special waste that is not generated regularly and / or is collected separately, recycled or properly disposed of by way of an exception:</p> <ul style="list-style-type: none"> - Bulky items - Faulty or empty consumables (printers, toner, etc.) - Excess furniture 	x	x	x	

Secondary waste disposal				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Activities related to secondary waste disposal include:</p> <ul style="list-style-type: none"> - Leaving the full waste containers at the central collection sites for collection by a waste disposal company and bringing the waste containers back to the disposal room after emptying. - Ensuring that the central disposal areas are clean and tidy. - Controlling and inspecting the disposal of the quantities of waste, including ensuring that time, cost and environmental factors are complied with, and compiling waste analyses and annual statistics for each building area. - Actively promoting waste disposal through measures such as campaigns (e.g. recycling day) or other forms of communication, with the aim of reducing waste (“polluter pays” principle) and promoting ecological and economical awareness among employees and customers of ETH Zurich. 	x		x	

Operation and maintenance

Maintenance of external facilities

Management of green areas

Machinery-based winter maintenance



Management of green areas				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Management of green areas comprises the activities associated with maintaining the outdoor green areas at defined intervals, through defined activities and for defined types of maintenance (e.g. lawns, deciduous trees, borders). Maintenance activities for the green areas are executed by external service providers, divided between the Zentrum, Höggerberg and External Sites. The internal Green Area Management department is responsible for management and supervision.</p>				
Defining the ETHZ-wide strategy for maintaining green areas in terms of outsourcing, bundling and drafting maintenance contracts, including optimising green area maintenance processes in accordance with economical / ecological principles and the provisions of the maintenance concept.	x		x	
Purchasing new plants according to ETH Zurich regulations and providing all the necessary machinery for operational implementation of the maintenance work.	x		x	
<p>Operational implementation of outdoor green area maintenance at defined maintenance intervals, through defined activities and for defined types of maintenance (e.g. lawns, deciduous trees, roses, borders).</p> <p>Activities related to external green area maintenance include:</p> <ul style="list-style-type: none"> - Maintenance of the green areas by qualified persons, with the aim of conducting the work responsibly and with consideration to humans, animals and the environment. - Constant monitoring of all green area facilities (Zentrum / Höggerberg / External Sites) and qualified maintenance. - Rapid identification, management, escalation and resolution of all complaints, defects and damage in relation to green area facilities. - Purchasing consumables (fertiliser, small quantities of substrates for extensions etc.). 	x	x	x	
<p>Initiation, coordination and operational implementation of additional services:</p> <ul style="list-style-type: none"> - Unpredictable maintenance services (e.g. maintenance of wild bee gardens) - modified maintenance intervals - modified maintenance activities 		x	x	

Machinery-based winter maintenance				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Machinery-based winter maintenance comprises the activities involved in using machinery for maintenance (snow clearing with machines / vehicles) of selected outdoor areas (generally public paths, roads, driveways, etc.) during the winter according to defined priorities, which, if the circumstances arise, are to be implemented within a fixed time frame by ETH Zurich employees or by third-party service providers responsible for green area management, divided between the Zentrum and Höggerberg sites. Snow is cleared from the roads by the Campus Services Department of ETH Zurich using snow-clearing vehicles.</p>				
<p>Budgeting, organisation, planning, coordination, monitoring and supervision of winter maintenance carried out by third-party companies and internal staff. All services are to be performed within a defined winter maintenance period.</p> <p>Time period for annual winter maintenance: 1 November to 31 March</p>	x		x	
<p>Defining the relevant areas, the activities and the priorities for each area. Defining restrictions and provisions for operational implementation of the clearing activities for all relevant areas of ETH Zurich.</p>	x		x	
<p>Operational implementation of machinery-based winter maintenance for selected outdoor areas according to defined priorities within a fixed time frame:</p> <ul style="list-style-type: none"> - Mon – Fri: 7 a.m. – 5 p.m. - Mon – Fri: 5 p.m. – 9 p.m. - Mon – Fri: 4.30 a.m. – 7 a.m. - Sat: 4.30 a.m. – 9 p.m. - Sun: 7 a.m. – 9 p.m. 	x		x	
<p>Activities related to machinery-based winter maintenance include:</p> <ul style="list-style-type: none"> - Clearing snow from connecting paths, driveways and squares with machinery - Keeping the cleared areas clear with brine rather than environmentally damaging road salt, including mixing and filling all vehicles and machines with brine - If required, subsequent manual clearing of passageways, connecting paths and shaft openings after machinery-based clearing (removing snow mounds left behind by snowploughs, etc.). 	x	x	x	

Operation and maintenance



Caretaking

- General caretaking services
- Locking-up rounds
- Inspection rounds
- Manual winter maintenance
- Pest control

General caretaking services				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The general caretaking services comprise all typical / daily activities that lie within the scope of responsibility of the caretaking team. This also includes small user-specific orders that involve modifications, supplementary work or execution of tasks on a minor scale. Further activities that fall under the general caretaking services include managing the lecture theatres, implementing the House Rules, first-level support for multimedia services, medical services and maintenance of outdoor areas.</p>				
Definition, organisation, planning, coordination and monitoring of general caretaking activities.	x		x	
Accepting small user-specific orders and collecting order information from the customer in person, via the Info and Service Centre (ISC) / reception, via email or telephone and recording it in the building management information system (BMIS).	x		x	
Performing general caretaking services, such as: <ul style="list-style-type: none"> - support for meetings and seminars - room labelling - managing service zones (public printers) - changing light bulbs - minor repairs and maintenance work on building facilities and furniture 	x		x	
Performing small user-specific orders following prior consultation and a feasibility check (time outlay of more than one hour to be billed), such as: <ul style="list-style-type: none"> - Putting up pictures - Assistance in transporting small quantities of goods - Putting up notices by way of posters in shared spaces for users - Assistance in setting up furniture / apparatus and installations - Assistance and support in laboratory work, renovation measures etc. - Preparing conference rooms (chairs, flip charts, pinboards, video projectors, overhead projectors, audio, video etc.) - Assistance in relocation / room conversion etc. 	x		x	x

General caretaking services				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Managing lecture theatres:</p> <ul style="list-style-type: none"> - Opening the seminar rooms / lecture theatres before the start of teaching. - Cleaning the blackboards / whiteboards as required, providing writing instruments for the lesson. - Checking that lights and audiovisual teaching equipment are working. - After teaching has ended: shutting down the audiovisual teaching equipment and locking the seminar rooms / lecture theatres. 	x		x	
<p>Implementing the House Rules:</p> <ul style="list-style-type: none"> - Defining, coordinating and communicating the ETH Zurich House Rules. - Obtaining sound knowledge of the House Rules and always checking compliance with the prescribed rules inside and outside the buildings on the ETH Zurich sites. - Giving notification of contraventions and implementing measures in the event of any violation of the House Rules, e.g. documenting and communicating such contraventions, issuing warnings or criminal prosecution. 	x		x	
<p>Multimedia Services (MMS):</p> <ul style="list-style-type: none"> - Organisation and provision of qualified staff for first-level support for multimedia equipment in seminar rooms and lecture theatres and in the building areas UN, ET and RZ. - First-level support in the building areas HG, ML, HC and HI as well as entire second-level support and training, including the associated invoicing, are the responsibility of the ETH Zurich IT Services department. - Immediate support in the event of faults involving multimedia equipment in seminar rooms and lecture theatres, including ensuring that the lesson / lecture can continue. - Providing operating instructions for multimedia equipment. 	x		x	

General caretaking services				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Paramedic service:</p> <ul style="list-style-type: none"> - If necessary, supporting the paramedic service (also as a first aider until paramedic service arrives) for persons who require short-term care due to accidents, incidents, illness etc. - Running the first-aid rooms in accordance with legal provisions and ensuring that the necessary equipment is available, e.g. beds (no apparative infrastructure / no medical apparatus) according to the SSHE provisions. - Periodically replacing the zip-bag first-aid sets according to the SSHE provisions. - Installing defibrillators according to the SSHE provisions. 	x		x	
<p>Outdoor area maintenance:</p> <ul style="list-style-type: none"> - Defining the relevant areas (forecourts, building entrances, outdoor car parks, paths, outdoor stairs, benches, smokers' huts, drainage channels, bike parks etc.). - Cleaning the external areas (in particular hard surfaces) to ensure that ETH Zurich premises are always clean, tidy and well-maintained and to ensure road safety on site: <ul style="list-style-type: none"> o Collecting waste, paper, packaging material, glass and leaves and disposing of them correctly. o Emptying waste containers and ashtrays (in smoking areas). o Cleaning dirt that adheres to surfaces (e.g. food debris). o Clearing drain blockages. 	X		x	
<p>Cleaning that serves to restore the area to a clean and tidy state and is required as the result of a non-routine event (renovations, receptions / parties, relocation, etc.).</p>	x			x

Locking-up rounds				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
The locking-up rounds comprise the opening and closing of buildings by the staff of the Facility Services Department.				
Organisation, planning, coordination and monitoring of locking-up rounds.	x		x	
Defining the building access points to be opened and closed.	x		x	
Opening the buildings at the start of the building opening hours and closing them at the end in accordance with the individual concepts for each building area.	x		x	
Opening and closing the buildings outside the defined building opening hours for planned events.	x		x	x

Inspection rounds				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The inspection rounds comprise activities related to checking for hazards in areas that are significant from an operational or safety standpoint and remedying these hazards immediately. The inspection rounds take place both during and outside operating hours.</p>				
<p>Definition, organisation, planning, coordination and monitoring of inspection rounds.</p>	x		x	
<p>During the operating hours:</p> <ul style="list-style-type: none"> - Weekdays Mon – Fri from 7:00 am to 5:00 pm <p>Conducting periodic inspection tours inside and outside the building to identify abnormalities that could obstruct normal, fault-free building operations and to implement measures.</p> <p>The main activities include:</p> <ul style="list-style-type: none"> - Checking the safety-related areas to ensure that they comply with requirements, in particular in terms of fire safety (escape and rescue routes, emergency exits, fire loads, fire extinguishing equipment, escape / rescue / alarm plans and safety notices). - Performance of periodic building inspections to make sure there are no obstacles preventing access to the building with the goal of ensuring that ETH buildings are free from obstructions and other temporary hazards from the time they are opened for operations to the time they are decommissioned. - Ensuring that technical premises and general areas (corridors, halls etc.) are clean and tidy. - Checking the inventory for damage (tables, chairs etc.). - Checking the correct operation of logistical transport facilities, doors and gates (sliding doors, lifts etc.). 	x		x	
<p>Outside the operating hours:</p> <ul style="list-style-type: none"> - Weekdays Mon – Fri from 5:00 pm to 07:00 am - Weekend Fri from 5:00 pm to Mon 07:00 am - Holidays whole day <p>Carrying out inspection rounds inside and outside the buildings and the grounds or the premises to initiate measures, if necessary, in the event of conspicuous features and safety related deficiencies.</p>	x	x	x	

Inspection rounds				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The main activities are e.g.:</p> <ul style="list-style-type: none"> - Locking controls of the buildings (doors, gates, windows etc.) - Control of safety installations such as fire alarm system etc. - Convey security through visible presence on site - Documentation and reporting to the BMIS or SS of any abnormalities / detected Defects. 				
<p>Immediately remedying safety-related abnormalities / hazards on site (e.g. removing obstacles from escape routes, keeping lifts clear etc.), documenting and reporting defects and ensuring that the work to remedy them is performed.</p>	x		x	

Manual winter maintenance				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Manual winter maintenance covers snow clearing with manual tools (e.g. shovels) and measures to prevent black ice forming on selected external areas (entrance areas, connecting paths and forecourts) according to defined priorities, which, if the circumstances arise, are to be operationally implemented within a fixed time frame by the staff of the Facility Services Department or by third-party service providers.</p>				
Budgeting, organisation, planning, coordination, monitoring and supervision of winter maintenance carried out by third-party companies and internal staff.	x		x	
Defining the relevant areas, the activities and the priorities for each area. Defining restrictions and provisions for operational implementation of clearing for all relevant areas of ETH Zurich.	x		x	
<p>Operational implementation of manual snow clearing for selected external areas (entrance areas, connecting paths and forecourts) and distribution of grit according to defined priorities within a fixed time frame. All services are to be performed within a defined winter maintenance period.</p> <p>Time period for annual winter maintenance: 1 November to 31 March</p> <p><u>Time frame (weekdays):</u></p> <p>Mon – Fri: Building opening hours</p> <p><u>Time frame (Sat / Sun / public holidays):</u></p> <p>Sat / Sun: no manual winter maintenance</p> <p>Activities related to manual winter maintenance include:</p> <ul style="list-style-type: none"> - Manual clearing of snow from areas that cannot be cleared with machines, such as entrance areas, steps, connecting paths and forecourts. - Keeping the cleared areas clear and distributing grit to ensure that the cleared areas remain usable. 	x	x	x	

Pest control				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>Pest control comprises activities that are defined and implemented in order to combat unwanted pests (insects, rodents etc.). A distinction is to be made between preventive measures and reactive measures after an infestation.</p>				
<p>Budgeting, organisation, planning, coordination, monitoring, supervising and ordering of pest control by the caretaking team and third-party services based on visual abnormalities / inspections and random testing during regular building operations.</p>	x		x	
<p>Operational implementation of pest control to ensure that the basic infrastructure remains pest-free.</p> <p>Depending on the specific activity, the services are performed either by the internal caretaking team or by external specialist companies.</p> <p>Activities related to pest control include:</p> <ul style="list-style-type: none"> - Pest prevention, inspection and control in accordance with the principles of IPM (integrated pest management). - Recording findings and evaluations in inspection reports when removing infestations. - Installing and implementing a monitoring system. 	x	x	x	

Operation and maintenance



Info + Service Center
Helpdesk
Post
Key management
Reception

Help desk				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The help desk module covers the provision and receipt of information as well as recording reports, processing them and directing them to the responsible body. Reports may be fault reports, complaints, order requests or notifications.</p>				
<p>Organisation, management and operation of staffed ISCs (Info + Service Centre) and / or a competent point of contact at defined and easily accessible locations with fixed counter opening hours, which can vary depending on the department and building area between the hours of 7 a.m. and 5 p.m. on weekdays.</p>	x		x	
<p>Receiving reports during counter opening hours that are submitted in person, via the service portal on the ETH Zurich website, via e-mail or telephone and implementing interventions, initiating measures and documenting reports in the BMIS (Building Management Information System).</p>	x		x	
<p>Receiving guests, course participants, students, professors and other staff members and arranging for them to be guided and allocated to meeting / training rooms.</p>	x		x	
<p>Providing contact information of the ISC for each department or building area on the ETH Zurich website.</p>	x		x	
<p>Receiving, managing and handing out lost property and documentation.</p>	x		x	
<p>Issuing parking permits and validating and programming the ETHZ card.</p>	x		x	
<p>Other activities related to reception and administration include:</p> <ul style="list-style-type: none"> - Hiring out multimedia devices (projectors, etc.) - Procuring and managing office materials for the central material store - Managing the reservation system for meeting rooms - Applying and updating room signage 	x		x	

Post				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The post (local distribution within buildings) comprises the work steps related to receiving, distributing and sending post. Post can be sent from an external source to an internal recipient and vice versa, or between two internal parties.</p>				
Organisation, planning, coordination, monitoring and supervision of postal services performed by internal staff.	x		x	
Defining the local distribution of incoming post and determining where the post is to be delivered (persons / postboxes).	x		x	
Receiving letters, registered post, parcels and other mail and sorting and distributing internal mail. (Varies greatly depending on the building area).	x		x	

Key management				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The key management module primarily covers the allocation of access rights to persons, the operation of locking system (keys, locks, fittings), modification of locking plans (changes to access rights, etc.), the course of action in the event of lost keys and the management of a key inventory for each locking system.</p>				
Provision of the locking management system, definition / allocation of access rights for mechatronic systems in consultation with third-party companies.	x		x	
Allocating and revoking access rights for staff entry and exit and operation of electronic access systems, including sending reminders.	x		x	
Managing / issuing keys, briefing new employees and performing controlling via the key management system.	x		x	
Planning and implementing measures in the event of lost keys or badges, tracking / documenting the loss in the locking management system and issuing lost key / badge receipts.	x		x	
Yearly inventorying of keys for each locking system.	x		x	

Reception				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
The reception module primarily includes the greeting and guarantees customer service. Additionally, the module covers the activities of the helpdesk one.				
Welcoming internal and external visitors and ensuring an impeccable customer service.	x		x	
Contact and information point at the public desk of the reception and the Info + Service Center (ISC).	x		x	
Managing / issuing keys, briefing new employees and performing controlling via the key management system.	x		x	
Receiving reports during counter opening hours that are submitted in person, via the service portal on the ETH Zurich website, via e-mail or telephone.	x		x	
Receiving, managing and handing out lost property and documentation.	x		x	
Handing out exit cards of the underground parking lots, available for a fee.	x		x	
Accepting courier deliveries and informing persons authorized to pick up the delivery.	x		x	
Waiting area support.	x		x	

Operation and maintenance

Other Services
Carpentry
Events support
Interior plant care



Carpentry				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
Carpentry comprises the manual work related to the ongoing building maintenance as well as the planning and implementation of new and customer-specific products on behalf of the customers.				
Budgeting, organisation, planning, coordination, monitoring, supervising and ordering of carpentry work from internal carpentry staff and third-party companies.	x		x	
Operational implementation of various repair and construction tasks, such as: <ul style="list-style-type: none"> - repairing windows and doors - installing interior fittings (notice boards, coat racks, pinboards, wall cupboards, snap frames, laboratory items, superstructures, magnetic and Jordahl rails, etc.) - modifying, refurbishing and constructing new furniture and carrying out furniture repairs - minor glazing work - transporting fittings - providing support for internal exhibitions 	x	x	x	
Producing new and customer-specific products including procurement of the material used (purchase of wood, fittings, screws, etc.) as well as documentation of the work.	x	x	x	x

Events support				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
The events support module comprises assistance and support from Facility services staff for events, exhibitions and campaigns at ETH Zurich.				
Coordinating the running of events, in particular with the Campus Services department and the Executive Board, and, if applicable, checking whether the event is to be included in the basic offering of the Facility Services Department and whether it is to be paid for out of this department's event fund.	x		x	
Providing assistance and support for established events e.g. the Polyball or ETH Zurich Day and for exhibitions related to ordinary teaching and research activities, e.g. the architecture exhibition.	x		x	
Providing assistance for commercial or special events and performing services ordered that involve a time outlay of more than one hour. A detailed written quote will be prepared by the relevant building area for this before the event.	x			x
Activities related to events support include: <ul style="list-style-type: none"> - Setting up and taking down event infrastructure (stage, podium, partitions, chairs, etc.) - Providing support with electrical work (wiring of lighting system and multimedia technology, etc.) 	x		x	x

Interior plant care				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
Interior plant care covers the activities related to caring for the indoor plants according to defined intervals for public and non-public areas without allocation of usage (e.g. foyer, lobbies, courtyards, offices).				
Organisation, planning, coordination, monitoring and supervision of interior plant care carried out by third-party companies and internal staff.	x		x	
Operational implementation of interior plant care for the various room groups at defined care intervals. <u>Plant care 1x monthly:</u> Publicly accessible areas of the ETHZ Library, day nurseries at ETH Zurich, areas that are freely accessible to ETHZ members. <u>Plant care 2x monthly:</u> Entrance halls, foyer, faculty foyers.		x	x	
Activities related to interior plant care include: <ul style="list-style-type: none"> - Observing and implementing the care instructions specified by the supplier for each plant type. - Watering and checking plants, adding plant feed depending on the plant type. - Removing damaged plant parts (e.g. dried up or yellow leaves) and periodic cleaning of heavily soiled plants. - Washing plant pots that give off odours. - Pruning plants and replacing plants / purchasing new ones. 		x	x	

Operation and maintenance



Building Security
First intervention at incidents
Emergency Desk

The illustration shows a security guard in a grey uniform standing next to a red and white striped barrier. To the left of the guard are various pieces of equipment: a red triangular warning sign, a brown toolbox, a yellow container, and a red fire extinguisher. The guard is gesturing with his right hand, palm facing forward. The background is a blue gradient with a subtle grid pattern.

First intervention at incidents				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
First intervention at incidents comprises the structured and professional intervention of the operational staff of the Facility Services Department in cooperation with the SSHE department and other bodies involved in an unforeseeable incident inside the buildings and in the outside area of ETH Zurich as well as on technical installations.				
Definition and annual revision of the incident catalogue, the rules of conduct per event and the provision of functional operational interfaces in the documents “2-25-09P Erstintervention bei Ereignissen” and “2-25-10W Detailinformationen zur Erstintervention bei Ereignissen” in Collaboration with the SSHE Department.	x		x	
Assisting with the planning and implementation of training concepts to ensure the necessary level of knowledge of the operative staff of the Facility Services Department in the building areas and departments.	x		x	
Operational implementation or first intervention in coordination to the defined procedure and to the other involved units (SSHE and external persons such as police, rescue services, fire brigade, etc.) in the following incidents: <ul style="list-style-type: none"> - Alarm of the category 1 & 2 - Personal accident - Releasing people from lifts - Harassment, threat - Building damage - Theft or burglary - Damage to property / vandalism - Fire - Strong odour / leakage of chemicals (smell of gas or chemical smell) - Suspected release of asbestos fibres - Power / electricity failure - Bomb threat - Signal by alarm systems excl. burglar and hold-up systems 	x		x	

Emergency Desk				
Description of service	Service provider		Service pricing	
	Internal	External	Standard service – Budget	Additional service – Expenditure
<p>The Emergency Desk (ED) is responsible for correct and efficient triage and forwarding of events. In cooperation with the various ETH internal intervention units, it ensures a prompt initial intervention at ETH in the event of an incident. In addition, ED takes on tasks and responsibilities for the processing of alarms from EMPA and CSCS. It is in use 24 hours a day, 365 days a year.</p>				
Receiving and ensuring efficient and secure processing of all alarms and event messages as well as triggering the necessary action steps so that effective incident management can be realized.	x		x	
Deployment of the various first responders in the event of incidents on request during the following periods: - Working days Mon - Fri from 07:00 am to 5:00 pm	x		x	
Independent deployment of the various initial intervention forces in the event of category 1 & 2 alarms or other incoming incident reports during the following times: - Working days Mon - Fri from 5:00 pm to 07:00 am - Working days Mon - Fri from 5:00 pm to 07:00 am - Holidays full day Outside these times or during operating hours, the receipt and processing of all categories 1 & 2 alarms is carried out by the building area / subject group.	x		x	
Complete recording and documentation of every single action (call, message, alarm, etc.) and the measures taken for the purpose of traceability and transparency in accordance with the process specifications in the journal up to the completion of each individual action.	x		x	