

VISITING WELSH GOVERNMENT – CATHAYS PARK

Introduction

Welcome to the Welsh Government Building, Cathays Park. This document explains what you should expect when you arrive at, and exit, the building, we hope it helps to prepare for your visit whether it's for a meeting or an interview.

It will provide guidance on entering into the building, going through security and making your way into reception to wait for your host. Your host will then guide you to your interview/meeting location. Guidance on what you should do when exiting the building is also provided.

You should be aware that certain items are not allowed on the premises. Any forbidden items will be taken by Security staff and, depending on the item, it will usually be returned at the end of your visit. Forbidden items include knives or other sharp or bladed objects, any rocket, firework or ammunition and any firearm or imitation firearm.

There is no cloakroom facility so you will need to keep your belongings with you at all times. Toilet facilities are available on site, including accessible and unisex facilities and a baby changing area. Please note that you cannot access these facilities until you have been collected by your host.

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There are also on site catering facilities where you can purchase hot or cold beverages, snacks, sandwiches or a meal, provided you are escorted by your host.

Approaching the Building

Cathays Park comprises two buildings. The older building Cathays Park 1 (CP1), stands in front of the more modern building, Cathays Park 2 (CP2). You will enter the building via CP2

There are entrances on both the left and right hand side of the building, usually only one entrance will be open for vehicular access (indicated by traffic cones). If you have an on-site parking space booked for you, you should stop in front of the barrier; a Security Officer will ask to see your car park booking confirmation.

At times of heightened security further checks may be undertaken on your vehicle. Once the Security Officer gives their clearance they will direct you to your parking space. The barrier will be raised you must wait for the green light before proceeding through the barrier. All parking spaces are numbered on the floor; your booking confirmation will provide your space number. Once you have parked, you will see signposts to the stairways and lifts, both lead to the covered area outside CP2.

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If you are not driving into the car park you can approach the building on either the right or left hand side, follow the footpaths past the security barriers and Security officers, towards the main glass entrance under the covered area. If you are arriving by bicycle when you present yourself to the reception, let them know and you will be provided with a red tag to attach to your bicycle for the duration of your visit. This will allow you to secure your bicycle to the stands outside the front of CP2. There is also pay and display parking outside the building dependent on availability.

On both sides of the building entrance you will see glass doors which you can open either by pushing, or, by pressing the round touch pad at the side of the door. The door will open inwards. Pass through this and you will then need to turn and walk through a curved sliding door which will open automatically.

You will then enter the Reception area. Security Officers will be present in this area. You will need to report to the Reception desk. The Reception Team will be aware of your visit and you will be asked to complete the visitor signing in form. You will be provided with a visitor pass which you must wear for the duration of your visit. The Reception Team will contact whoever you are visiting to notify them of your arrival.

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Please note that at times this area can be busy and noisy. You might hear noise from: the machines, people in the area, or the TV suspended on the wall. Please feel free to wear noise reduction headphones if required. There is a loop system on the desk for people who use a hearing aid. The Reception Team will be happy to assist or answer any questions you may have during your visit.

Please be aware that you may need to queue for a short time at the Reception Desk. If you, or someone in your party, is on the autism spectrum or if you/they have any other health condition that means you/they find queuing and being searched difficult, please speak to a member of the security staff they may be able to arrange that you go through the security search quickly. It would be helpful if you were to notify your host if you or someone in your party is on the autism spectrum or has any other health condition in advance of your visit date so that they can make arrangements with Security.

Personal Belongings

Once you have your visitor pass you will be directed to the left hand side of the reception area where you must go through a security check, you will be directed to pass through airport-style security searches. At busy times the security process may involve queuing, so you should allow yourself enough time.

You will be asked to place your bags and personal belongings through an x-ray machine, all metallic and electrical items – eg keys, coins, cameras, laptops, tablet devices, mobile phones etc. – must be removed from pockets and put into the tray provided.

You must also remove your coat. All of your items will go through the scanner and be returned to you. If you need assistance in doing this Security Officers will be on hand to help you. Your bags and tray will then be passed through the scanner and you will then be asked to move towards the metal detecting archway.

Metal Detecting Archway

The Security Officer will ask you to walk through a metal detecting archway, which makes a high-pitched beep noise if it detects something metal. Do not be concerned. This just indicates to the Security Officer that there is something you are wearing or carrying which they will need to check further. If that happens, the Security Officer will use a hand-held detector and wave it around your body to find out what set off the alarm. The detector should not touch your body. The detector will make a noise to indicate what set off the alarm. Often a watch or metal belt buckle will have caused the alarm to sound. (Please see para on searching below)

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If the walk through metal detecting archway is not suitable for you the Security Officer will direct you to a location where a hand held detector will be used.

Please note if you have a walking stick, the Security Officer will provide you with a seat while the stick is tested and then return it to you so you can proceed through the archway

Searching

A Security Officer will ask you to step to one side and then carry out a search. This will be done by using a hand-held detector which will be waved so that the Security Officer is able to pinpoint the source of the alarm.

As the search is done using a hand held wand it may be done by either a male or female Security Officer – if you wish you can express a preference. Wheelchairs accessibility scooters, assistance dogs, prams and buggies may be included as part of the search. Please be aware that your personal belongs will still need to go through the scanner.

All our staff have been fully trained to accommodate the diverse needs of all visitors to the building. However, if you wish, please ask for assistance and a member of staff will be there to help.

Collection of Personal Belongings

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Once you have passed through the metal detecting archway and your personal belongings have been scanned, you can collect them from the tray.

Leaving the search area

Once you have completed the security checks you will need to go through the electronic turnstile to the visitor waiting area. To operate the turnstile place your visitor pass on the pad on the right hand side of the turnstile and the turnstile doors will open—walk through the turnstile and move to the seating areas to await collection. If the turnstile fails to open, a Security Officer will be on hand to assist you.

If you are attending for a meeting you will generally be directed to the seating area on the left hand side, if you are attending for an interview you will be directed to the seating area on the right hand side. You must remain in the visitor waiting area until you are collected by your host.

If you have a wheelchair, accessibility scooter, assistance dog, pram, buggy or large luggage/parcels you will be directed through a side gate rather than the electronic turnstile.

The fire alarm is tested in Cathays Park at 9.30am every Wednesday; there is no need to take any action. If the alarm

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should go off at any other time when you are in the building your host will be responsible for ensuring you exit the building safely.

Once your visit has ended

Once your meeting or interview has finished, your host will escort you back to Reception.

The exit is on the left hand side of the reception desk. Again place your visitor pass on the pad on the right hand side of the turnstile. The turnstile will open up automatically. Go through the turnstile and place your visitor pass in the wooden box on your right hand side. If you have a wheel chair, accessibility scooter, assistance dog, pram, buggy or luggage etc you will be directed by a Security Officer to exit via the gate to the right hand side of the reception area. Once through to the outer reception area you will exit through the curved automatic door, or a Security Officer will open the wider alternative exit door for you. If you are parked in the on site car park you will need to ask the Security Officer to provide you with access to the car park lifts.

We hope this helps to prepare you for your visit. If you have any queries or other concerns about your visit please contact your host who will be able to assist you.

We hope you enjoy your visit to Welsh Government, Cathays Park.