



McDonald's Pontardawe

Delivery and Servicing Management Plan

For McDonald's Restaurants Ltd

Date: 28 January 2026

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DOCUMENT CONTROL SHEET

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1. INTRODUCTION

1.1 Overview

- 1.1.1 Hydrock has been appointed by McDonald's Restaurants Ltd to prepare this Delivery and Servicing Management Plan in support of a planning application for the proposed McDonald's Restaurant with a drive-thru facility on part of the existing Tesco car park in Pontardawe, to the north-east of Swansea.

1.2 Site Location

- 1.2.1 The site is located 600m to the south of Pontardawe town centre and 12.5km north-east of Swansea city centre.
- 1.2.2 The site is located within the existing car park of a Tesco Superstore (with an associated Petrol Filling Station). The site is bound by the River Tawe to the north-west, the A4067 to the south-east, a Tesco Petrol Filling Station to the north-east and Tesco Superstore parking to the south-west. The location of the site in its local context is shown in Figure 1.1.



Figure 1.1: Site Location

- 1.2.3 Vehicular access to the site is provided via the A4067 roundabout to the north-east of the site. The roundabout offers a connection to the Tesco access road, which links to the internal site car park and roundabout with the foodstore and its petrol filling station.

- 1.2.4 There are multiple points of pedestrian access into the existing site. Pedestrian access can be taken directly from the site access road which connects to the A4067 roundabout to the north-east. Alternatively, pedestrian access to the site is offered via a footbridge over the A4067 from Lon Tanyrallt to the east or via a footbridge over the River Tawe connecting to a footpath on the river's northern bank. Both footbridges are suitable for access for people with disabilities, with flat terrain and ramped entrance/exit points.

2. PROPOSED SITE LAYOUT AND PARKING PROVISION

2.1 Site Layout

2.1.1 A copy of the proposed site layout is attached as Appendix A. As part of the development, it is proposed to provide a total of 29 car parking spaces, which includes the provision of:

- 21 standard customer spaces (including 3 EV charging bays)
- 2 accessible spaces
- 4 staff/courier spaces
- 2 Grill bays

2.1.2 The development site will also provide a 'commercial' space for the majority of servicing operations. This is provided by utilising proposed car parking within the site car park and will be managed operationally by McDonald's during servicing activities. This will take place outside of operational and road network peak hours.

2.2 Management of McDonald's Car Parking

2.2.1 The McDonald's car park will be exclusively for restaurant customers and is managed by the store.

2.3 Deliveries

2.3.1 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.

2.3.2 As noted subsequently in Section 3.1.1, the restaurant is notified of its delivery slot and associated vehicle type two days before, and then notified again, when the delivery vehicle is 30 minutes away from the restaurant.

2.3.3 The majority of deliveries would be undertaken by smaller rigid vehicles (up to 10m long). This would take place on-site, with some of the spaces fronting the restaurant coned off and used to park the vehicle whilst unloading.

2.3.4 On a less frequent basis, some deliveries may be made by longer, articulated vehicles. On these occasions, the unused bus layby at the site front on the A4067 will be used. The vehicle will park in the layby and unload from this location.

3. DELIVERY OVERVIEW

3.1 Extent of McDonald's Servicing Experience

- 3.1.1 McDonald's has been trading in the UK since 1974. The company operates over 1,300 fast service restaurants of which around 880 are restaurants with drive thru facilities.
- 3.1.2 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.
- 3.1.3 Based on information provided by McDonald's drive thru facilities, each restaurant is typically serviced 3 times per week, this is equivalent to 2,640 deliveries in total per week or 377 per day (7-day week).

3.2 Health and Safety Policy and Review Process

- 3.2.1 As part of their on-going Health & Safety processes, every McDonald's store has a detailed manual covering the running of the restaurant. This includes receiving deliveries and provides generic details applicable to all restaurants. In addition to this, every restaurant has a further site-specific risk assessment undertaken which includes details relating to:
 - Obstructions
 - Long trolley distances
 - Using customer areas during deliveries (either in-store, or within the car park)
- 3.2.2 The Health and Safety Policy is reviewed annually and any staff who assist with receiving deliveries at the store are provided with specific detailed and documented training. When a delivery occurs, a minimum of two staff will assist with the storage of goods however this can be increased for a particularly large delivery or if the weather is especially hot, or inclement. All staff (and delivery drivers) wear high visibility clothing when taking part in deliveries, to ensure visibility to traffic and customers within the car park.
- 3.2.3 Any customers using the restaurant during delivery periods will be alerted to the additional activity occurring in the car park due to:
 - The presence of staff in hi-vis clothing
 - The presence of the McDonald's branded delivery truck
- 3.2.4 Health and safety of both staff and customers during deliveries is an important and integral aspect of McDonald's delivery management across all their restaurants.

3.3 Servicing Contractor and Vehicle Details

- 3.3.1 Martin Brower UK (MBUK) are McDonald's sole distributor for all of its products in mainland Britain and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, MBUK also continuously reviews each site in line with their own Health & Safety policies.
- 3.3.2 MBUK continually review and optimise their routes and schedules and will on occasions change the delivery window that a store has been assigned.
- 3.3.3 Goods may be delivered either by articulated lorry, up to 16.5m in length, or by smaller vehicles including rigid trucks and short wheelbase articulated vehicles for sites where constraints require it. Larger vehicles are used to enable more stores to be serviced in a single trip, reducing the frequency of returns to the supply centre, distance travelled and carbon emissions.

- 3.3.4 Multi temperature vehicles are used which allows all of the restaurant's requirements of frozen, chilled and ambient products to be delivered in one visit, reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions. Goods are stored within wheeled cages to minimise the number of shuttles between the delivery lorry and the restaurant, as opposed to individual boxes being carried.
- 3.3.5 Cooking oil from restaurants is recycled into bio diesel. The bio diesel is used as fuel by all McDonald's delivery vehicles and results in a carbon saving of 8,200 tonnes per annum. The new cooking oil is delivered by the delivery lorry along with all other McDonald's products. The used oil is stored by the restaurant and collected by the same vehicle along with all other crates and materials to be recycled.

3.4 Martin Brower (Reliability)

- 3.4.1 Despite outlining a detailed methodology above, the question is sometimes raised as to how reliable deliveries to the restaurants are.
- 3.4.2 The MBUK Hemel Hempstead Distribution Centre carried out 89,382 deliveries in 2015 and they recorded that only 2% of deliveries were late due to traffic delays.
- 3.4.3 In the event of an unexpected delay, drivers will contact the operations office of their distribution centre and report the delay. The operations office team and/or customer service team will contact the restaurant immediately and advise them of the delay and a new estimated time of arrival.
- 3.4.4 This notification is recorded on the customer service system (Salesforce) for their records.

3.5 Driver Scheduling

- 3.5.1 Each restaurant is set a fixed delivery day and window that range from early AM to late PM. This means that different rotas will cover different delivery days and times.
- 3.5.2 Each new driver undergoes a rigorous eight-day training and selection process before becoming an MBUK delivery driver. All drivers are required to undergo an annual assessment and a minimum of 1 day driver CPC (certificate of professional competence) training to remain an MBUK driver.
- 3.5.3 In addition, all MBUK vehicles are fitted with vehicle telematics that reads information directly from the vehicle's CANbus (internal computer system). This system records and measures all of the vehicle's activities and the individual driver's performance. This is monitored by the operations teams, live throughout the day.

4. MCDONALD'S SERVICING PROCEDURE

4.1 Servicing Frequency, Timing and Duration

- 4.1.1 Deliveries will occur three times per week. The vehicle parks for between 15 minutes and 1 hour within the 2-hour delivery slot depending on the range and quantity of products being delivered.

4.2 Paragon

- 4.2.1 Martin Brower uses a sophisticated computerised planning tool (Paragon) which enables the requirements for an individual delivery destination to be set and ensures that they are compiled on every occasion the delivery is planned.
- 4.2.2 Notification of the delivery time is emailed to the restaurant two days before the delivery. The restaurant will be allocated a 2-hour delivery planning window and the delivery will be planned within this slot. In practice however, most restaurants receive their deliveries at the same time on the same days each week.
- 4.2.3 On the day of the delivery, the GPS system linked to Paragon will automatically email the restaurant 30-minutes prior to the vehicle's arrival.
- 4.2.4 Through this process of prior assessment and notification, Martin Brower and McDonald's are able to notify the restaurant of an accurate arrival time and ensure that measures required within the parking area to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

4.3 Refuse Collection and Recycling

- 4.3.1 Waste minimisation and recycling are promoted.
- 4.3.2 Waste minimisation has been achieved through the redesign of tray liners and specifying the use of light-weight bin liners. Food wastage is minimised through the use of a computer system which monitors the amount of food served at given times of day, resulting in more accurate preparation and ordering of stock. This therefore, reduces the quantum of waste and frequency of collection required.
- 4.3.3 Service vehicles also collect empty delivery trays and crates which are returned to suppliers for re-use.
- 4.3.4 Refuse is collected by a private contractor two times per week

4.4 Vehicle Delivery Procedures and Noise

- 4.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement, then the chiller and freezer can be switched off upon arrival at site, however, this is not anticipated to be necessary at Pontardawe.
- 4.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.
- 4.4.3 During any reversing, goods vehicles emit a warning sound. The reversing warning fitted to MBUK vehicles, is a 'white noise' warning, which allows everybody in the immediate area of the vehicle to hear the warning, but the noise does not travel like a "beeper", reducing noise pollution.

4.5 Driver Responsibility

- 4.5.1 The drivers are solely responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles, staff or pedestrians.

4.6 McDonald's Staff

- 4.6.1 McDonald's allocate a minimum of two staff to be on site and available to assist with deliveries. These staff have completed McDonald's Health and Safety Training.

4.7 Summary

- 4.7.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the country and there is no reason that this system could not be successfully implemented at the proposed restaurant.

5. SERVICING PLAN: MCDONALD'S PONTARDAWE

5.1 Servicing Procedure: McDonald's Pontardawe

- 5.1.1 The McDonald's Pontardawe Restaurant will be serviced 3 times per week by. The restaurant will be assigned its 2-hour delivery slots set by Martin Brower within the conditioned servicing hours.
- 5.1.2 For smaller, non-articulated vehicles, spaces 13-20 in the customer car park (those fronting the restaurant) will be cordoned off to allow the vehicle to park on-site.
- 5.1.3 Larger, articulated vehicles will not enter the site and would instead park in the redundant layby fronting the site.
- 5.1.4 On receipt of the email from Martin Brower (30 minutes prior to delivery vehicle arrival) staff cordon any spaces required for unloading and manoeuvring.
- 5.1.5 When the delivery vehicle arrives, restaurant staff in high visibility clothing act as marshalls to ensure the layby is clear.
- 5.1.6 Goods are trollied from the delivery vehicle in the layby to the service entrance of the store at the rear of the building.

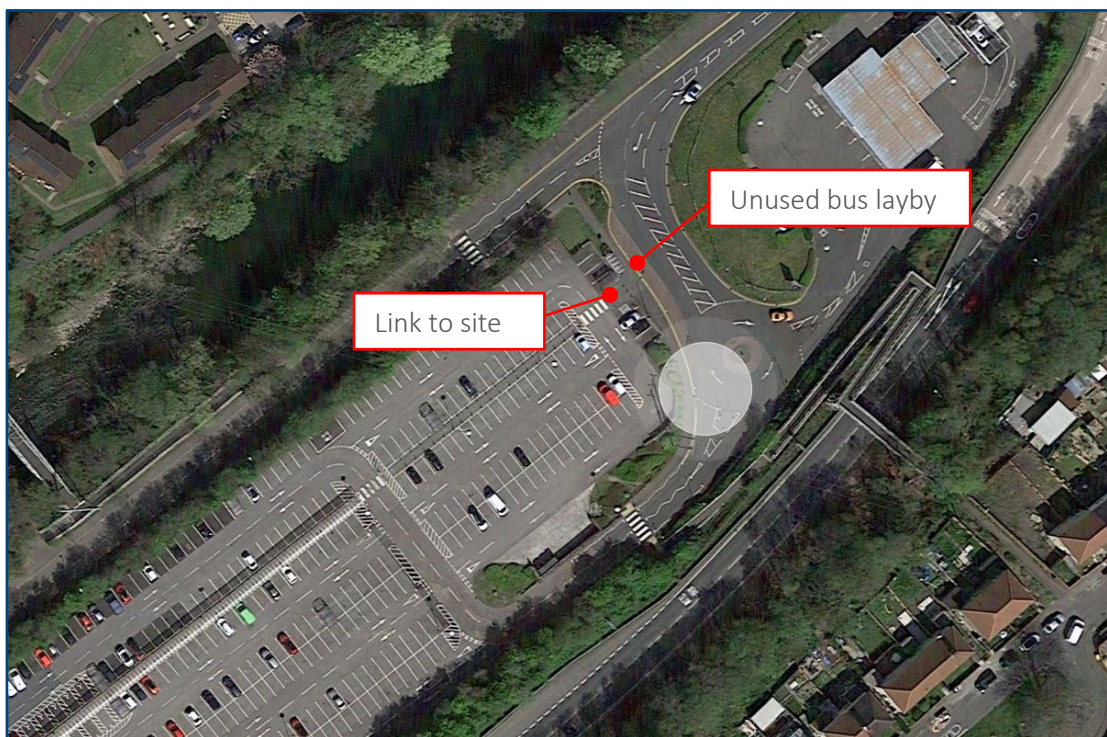


Figure 5.1: layby and ramp location

5.2 Prior to Arrival: Parking

- 5.2.1 When larger articulated vehicles are used, they park in the off-site layby and there is no impact within the site itself. The procedure set out in this section applies only for smaller vehicles parking on-site and for possibly also for refuse collection.

- 5.2.2 As deliveries occur outside of the operational peak periods, spaces are cleared within the car park to allow room for the delivery vehicle to offload goods. This has no operational impact and is in keeping with all UK freestanding McDonald's restaurants.
- 5.2.3 Appendix B show the parking spaces which are required to be coned off by the restaurant staff prior to the delivery vehicle arriving. Appendix C details the swept path analysis for a delivery vehicle arriving and departing the site.
- 5.2.4 A total of 7 spaces are used to accommodate refuse and smaller 10m length delivery vehicles.

Table 5.1: Parking Spaces Used for Deliveries

Affected Spaces	Arrive	Parked	Depart
7 Standard Spaces – Southern Spaces	✓	✓	✓
Total of 7 Spaces			

5.3 Refuse Collection

- 5.3.1 Bins would be stored in a storage facility positioned close to the rear of the building. Bins would be wheeled to the vehicle by refuse operatives.
- 5.3.2 Restaurants make their own arrangements with refuse contractors, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.
- 5.3.3 Refuse collections will occur during quiet trading periods twice per week and are planned to avoid coinciding with deliveries
- 5.3.4 Appendix D shows the refuse vehicle entering the site and parking, in the collection position, and exiting the site after collections were completed.

6. SUMMARY AND CONCLUSIONS

6.1 Deliveries

- 6.1.1 McDonald's and Martin Brower have extensive experience of undertaking deliveries at McDonald's drive thru restaurants, whilst they are open and this presents no operational difficulties.
- 6.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.
- 6.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant and demonstrates the planning and management, to provide safe and efficient servicing from within the customer car park during the permitted hours.
- 6.1.4 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK which will now include Pontardawe.

6.2 Conclusions

- 6.2.1 This report has shown the McDonald's Restaurants Ltd are experienced in managing deliveries and refuse at their stores. Likewise, their logistics partner Martin Brower is also experienced at dealing with deliveries to McDonald's customer car parks.
- 6.2.2 Staff are trained in receiving deliveries and managing customers and their vehicles before and during deliveries.
- 6.2.3 In conclusion therefore, this document confirms the good practice already employed widely at McDonald's restaurants which will also be utilised at Pontardawe.

Appendix A Site Layout

Appendix B Spaces to Coned Off for deliveries



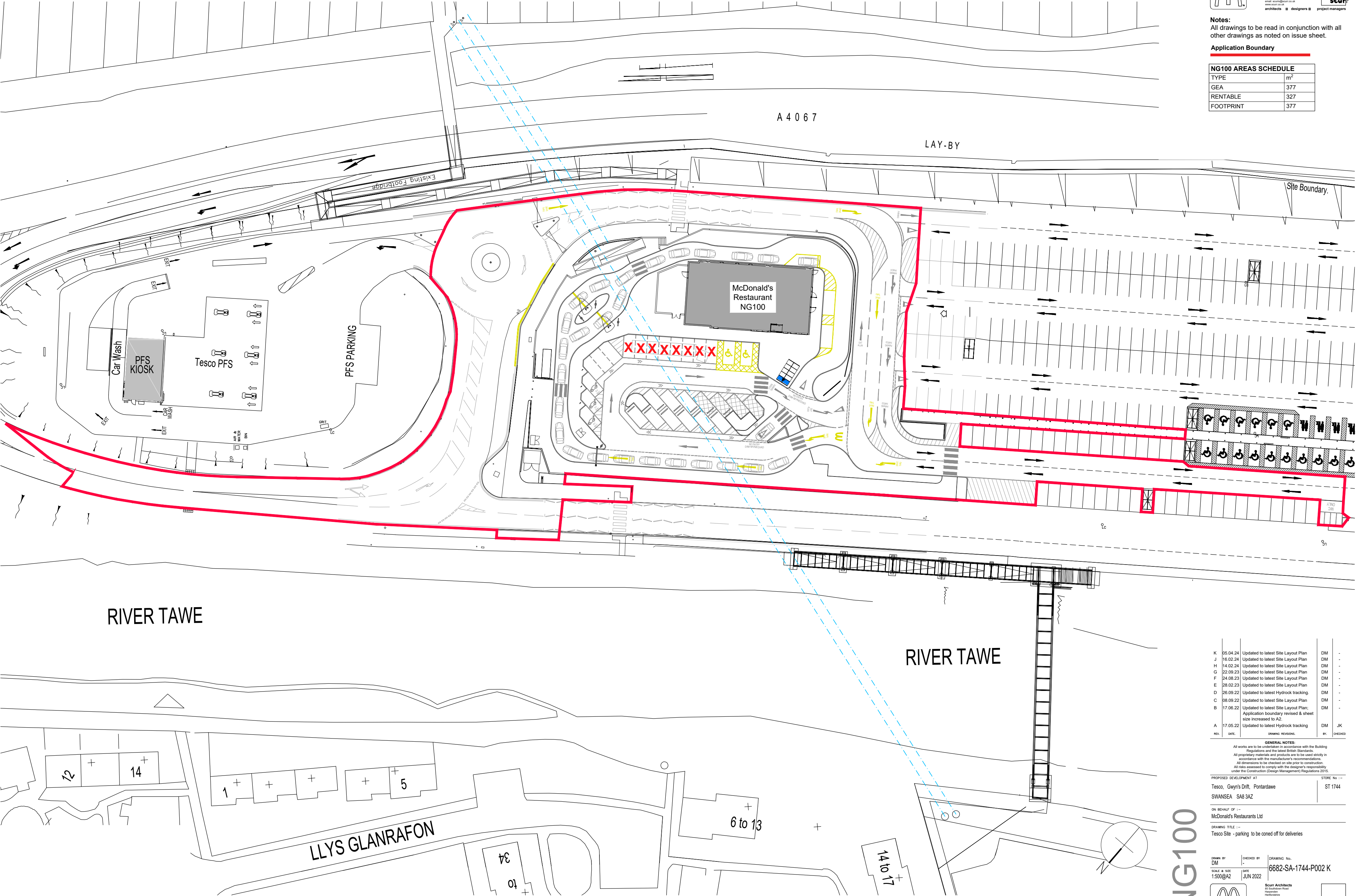
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Notes:
All drawings to be read in conjunction with all other drawings as noted on issue sheet.

Application Boundary

NG100 AREAS SCHEDULE	
TYPE	m ²
GEA	377
RENTABLE	327
FOOTPRINT	377



REV.	DATE	DESCRIPTION	BY	CHECKED
K	05.04.24	Updated to latest Site Layout Plan	DM	-
J	16.02.24	Updated to latest Site Layout Plan	DM	-
H	14.02.24	Updated to latest Site Layout Plan	DM	-
G	22.09.23	Updated to latest Site Layout Plan	DM	-
F	24.08.23	Updated to latest Site Layout Plan	DM	-
E	28.02.23	Updated to latest Site Layout Plan	DM	-
D	26.09.22	Updated to latest Hydroc tracking.	DM	-
C	08.09.22	Updated to latest Site Layout Plan	DM	-
B	17.06.22	Updated to latest Site Layout Plan; Application boundary revised & sheet size increased to A2.	DM	-
A	17.05.22	Updated to latest Hydroc tracking	DM	JK

GENERAL NOTES:
All works are to be undertaken in accordance with the Building Regulations and the latest British Standards.
All proprietary materials and products are to be used strictly in accordance with the manufacturer's recommendations.
All dimensions to be checked on site prior to construction.
All risks assessed to comply with the designer's responsibility under the Construction (Design Management) Regulations 2015.

PROPOSED DEVELOPMENT AT:
Tesco, Gwyn's Drift, Pontardawe
SWANSEA SA8 3AZ

ON BEHALF OF :-
McDonald's Restaurants Ltd
DRAWING TITLE :-
Tesco Site - parking to be coned off for deliveries

DRAWN BY:
DM
SCALE & SIZE:
1:500@A2
CHECKED BY:
DATE:
JUN 2022
DRAWING No.:
6682-SA-1744-P002 K

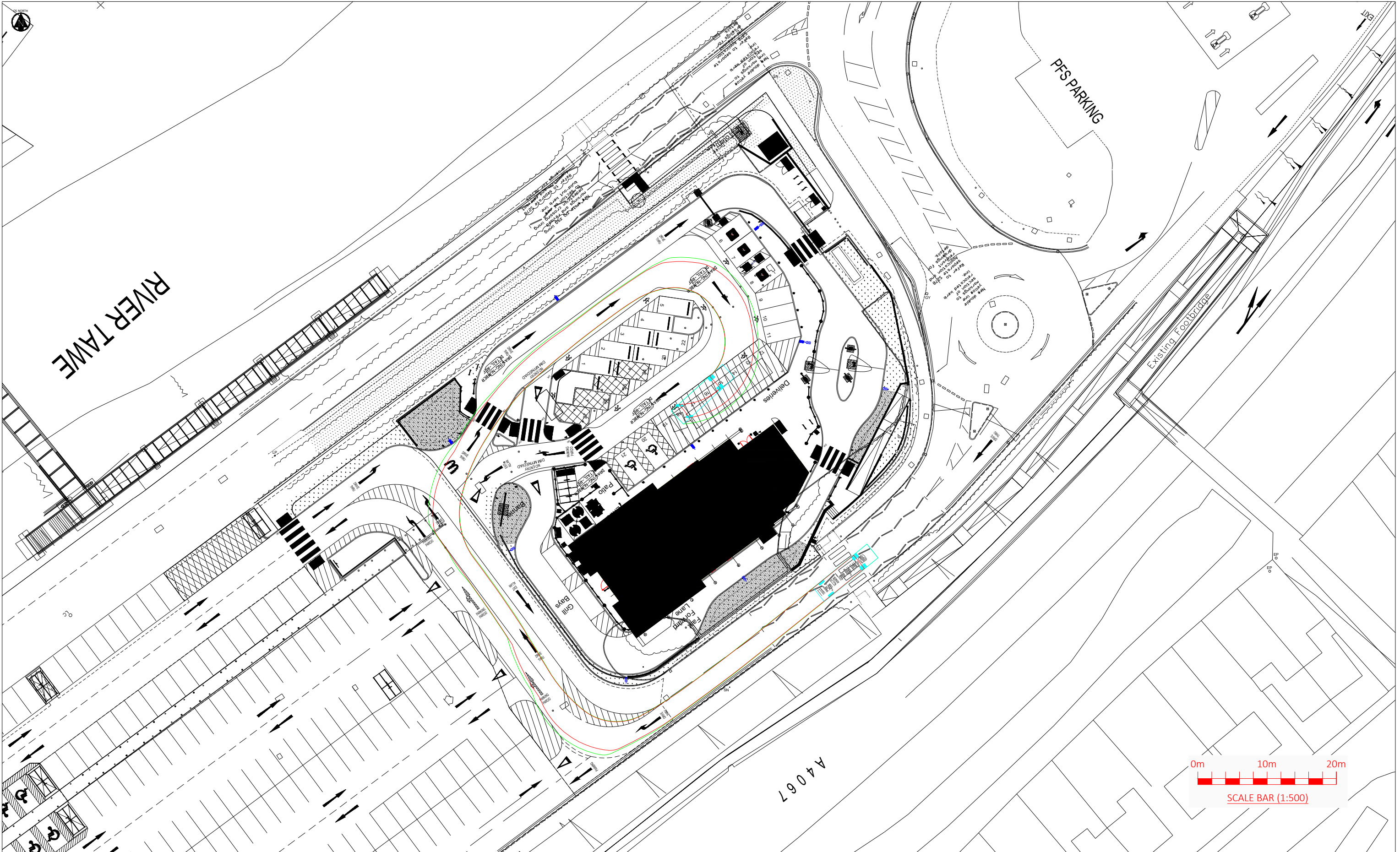


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Appendix C Delivery Swept Path Analysis



KEY PLAN

FTA Design 13/18 Tonne Rigid Vehicle (2016)

Overall Length 10.000m
Overall Width 2.550m
Overall Body Height 3.645m
Min Body Ground Clearance 0.440m
Track Width 2.470m
Lock to lock time 3.00s
Kerb to Kerb Turning Radius 11.000m

NOTES

NOTES (CONTINUED)

REVISIONS (CONTINUED)

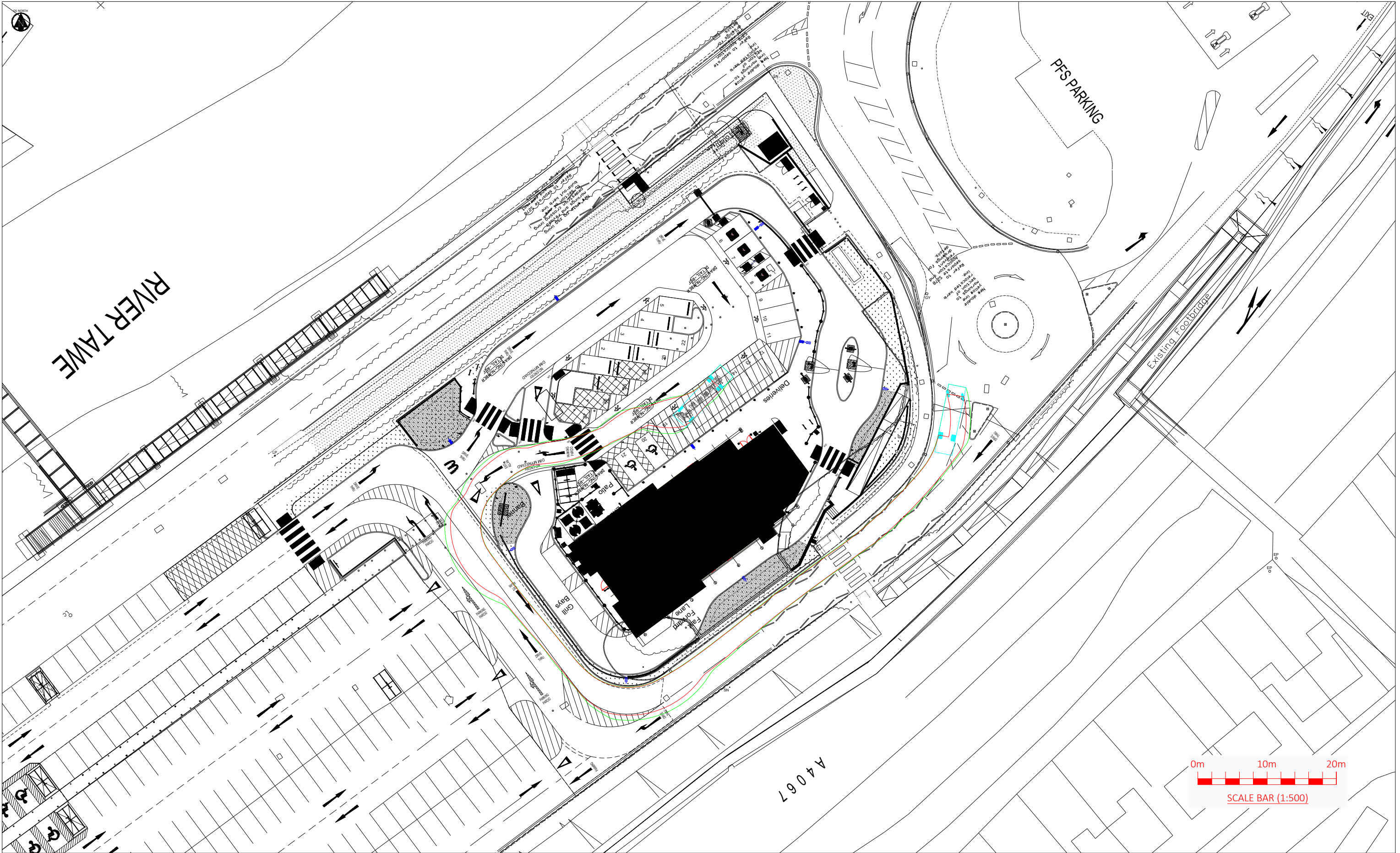
REVISIONS					
P02	19/11/25	SITE LAYOUT UPDATED	LR	BSL	BSL
P01	09/04/24	SITE LAYOUT UPDATED	BE	LH	LH
Rev	Date	Description	By	Ckd	App

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PROJECT
MCDONALDS
PONTARDAWE

TITLE		
SWEEP PATH ANALYSIS		
RIGID VEHICLE ENTRY		
STANTEC PROJECT NO. 333701268	SCALE @ A3 1:500	
STATUS DESCRIPTION INFORMATION		STATUS S2
DRAWING NO. (PROJECT CODE-ORIGINATOR-ZONE-LEVEL-TYPE-ROLE-NUMBER) 333701268-STN-XX-XX-DR-TP-0305		REVISION P02



KEY PLAN

FTA Design 13/18 Tonne Rigid Vehicle (2016)

Overall Length 10.000m
Overall Width 2.550m
Overall Body Height 3.645m
Min Body Ground Clearance 0.440m
Track Width 2.470m
Lock to lock time 3.00s
Kerb to Kerb Turning Radius 11.000m

NOTES

NOTES (CONTINUED)

REVISIONS (CONTINUED)

REVISIONS					
P02	19/11/25	SITE LAYOUT UPDATED	LR	BSL	BSL
P01	09/04/24	SITE LAYOUT UPDATED	BE	LH	LH
Rev	Date	Description	By	Ckd	App

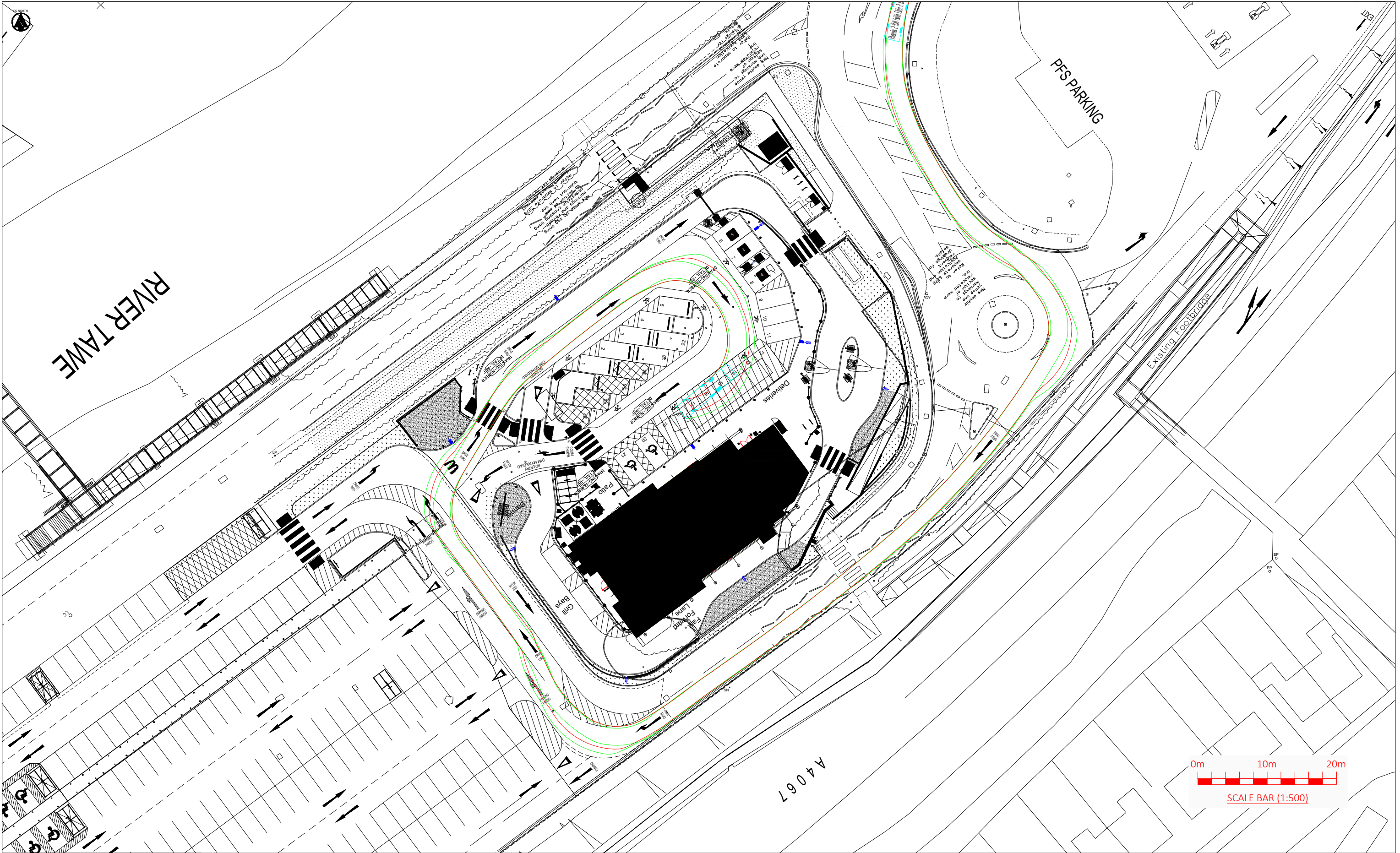
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TITLE		
SWEEP PATH ANALYSIS		
RIGID VEHICLE EXIT		
STANTEC PROJECT NO. 333701268	SCALE @ A3 1:500	
STATUS DESCRIPTION INFORMATION	STATUS S2	
DRAWING NO. (PROJECT CODE-ORIGINATOR-ZONE-LEVEL-TYPE-ROLE-NUMBER) 333701268-STN-XX-XX-DR-TP-0306	REVISION P02	

Appendix D Refuse Swept Path Analysis



KEY PLAN

Phoenix 2-15N (with Elite 2 6x2 MS chassis)
Overall Length 3.50m
Overall Width 2.30m
Overall Body Height 2.60m
Min Body Ground Clearance 0.25m
Track Width 2.00m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 9.300m

NOTES

NOTES (CONTINUED)

REVISIONS (CONTINUED)

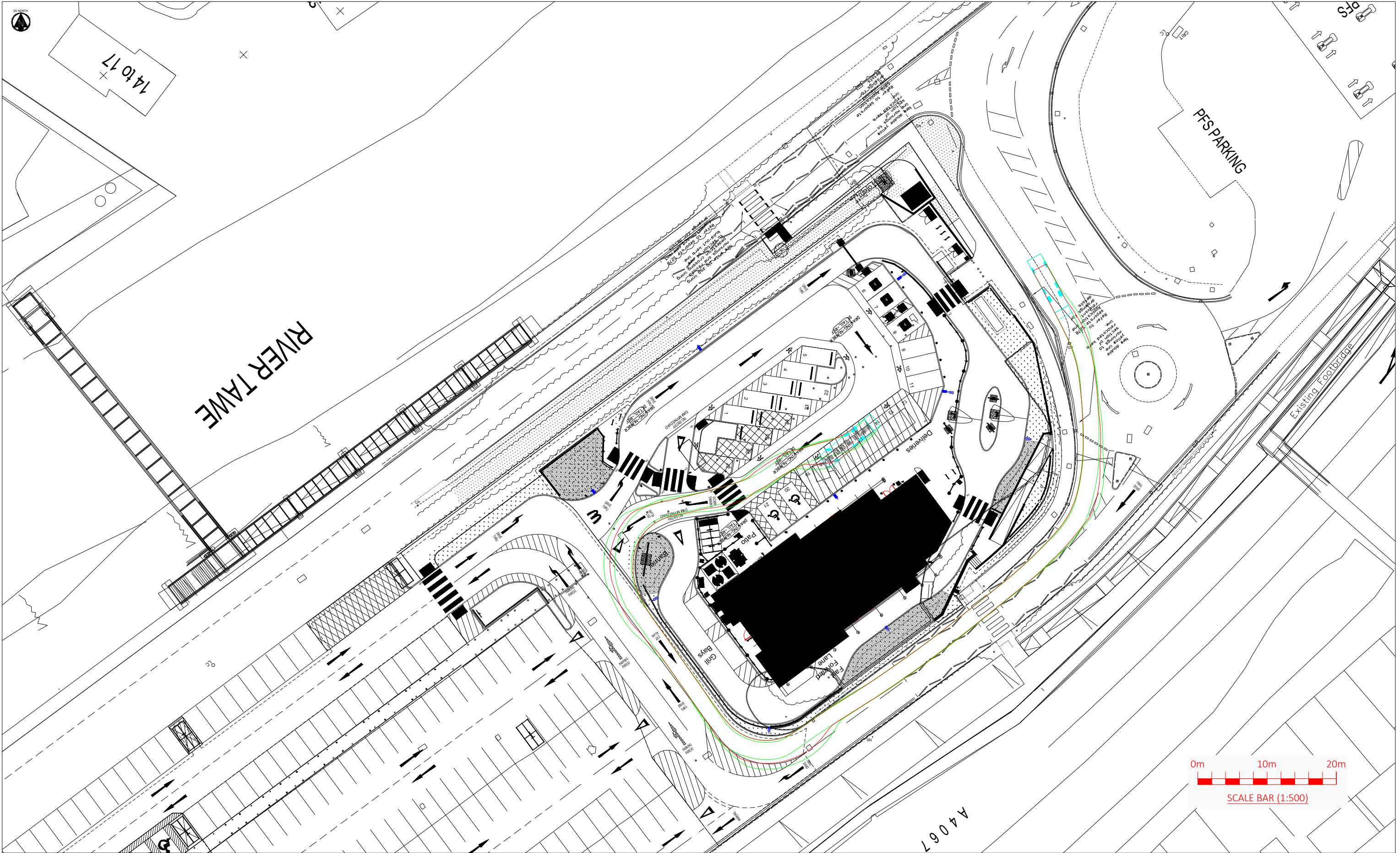
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P05	08/03/23	SITE LAYOUT UPDATED	RO	LK	LK
P04	14/12/22	SITE LAYOUT UPDATED	RO	LK	LK
Rev	Date	Description	By	Ckd	App

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TITLE SWEEP PATH ANALYSIS REFUSE VEHICLE ENTRY		
STANTEC PROJECT NO. 333701268	SCALE @ A3 1:500	
STATUS DESCRIPTION INFORMATION	STATUS S2	
DRAWING NO. (PROJECT CODE-ORIGINATOR-ZONE-LEVEL-TYPE-ROLE-NUMBER) 333701268-STN-XX-XX-DR-TP-0303	REVISION P08	



KEY PLAN

Phoenix 2-15N (with Elite 2 6x2 MS chassis)
Overall Length 10.50m
Overall Width 2.30m
Overall Height 3.50m
Min Body Ground Clearance 0.250m
Track Width 2.00m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 9.300m

NOTES

NOTES (CONTINUED)

REVISIONS (CONTINUED)

REVISIONS						
P08	04/11/25	SITE LAYOUT UPDATED	LR	BSL	BSL	
P07	08/04/24	SITE LAYOUT UPDATED	BE	LH	LH	
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P04	14/12/22	SITE LAYOUT UPDATED	RO	LK	LK	
1	Rev	Date	Description	By	Ckd	App
A						

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TITLE		
SWEEP PATH ANALYSIS		
REFUSE VEHICLE EXIT		
STANTEC PROJECT NO.	SCALE @ A3	
333701268	1:500	
STATUS DESCRIPTION	STATUS	
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