

DELIVERY MANAGEMENT PLAN

PROPOSED McDONALD'S RESTAURANT

LAND AT COMMON ROAD, PENYGARNDU BUSINESS PARK

MERTHYR TYDFIL, CF48 2TA

Client: McDonald's Restaurants Ltd

Reference: ADL/CC/6197/16A

Date: September 2025

REPORT CONTROL

Document: Delivery Management Plan
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Document Checking

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1.0 INTRODUCTION

1.1 Purpose of Report

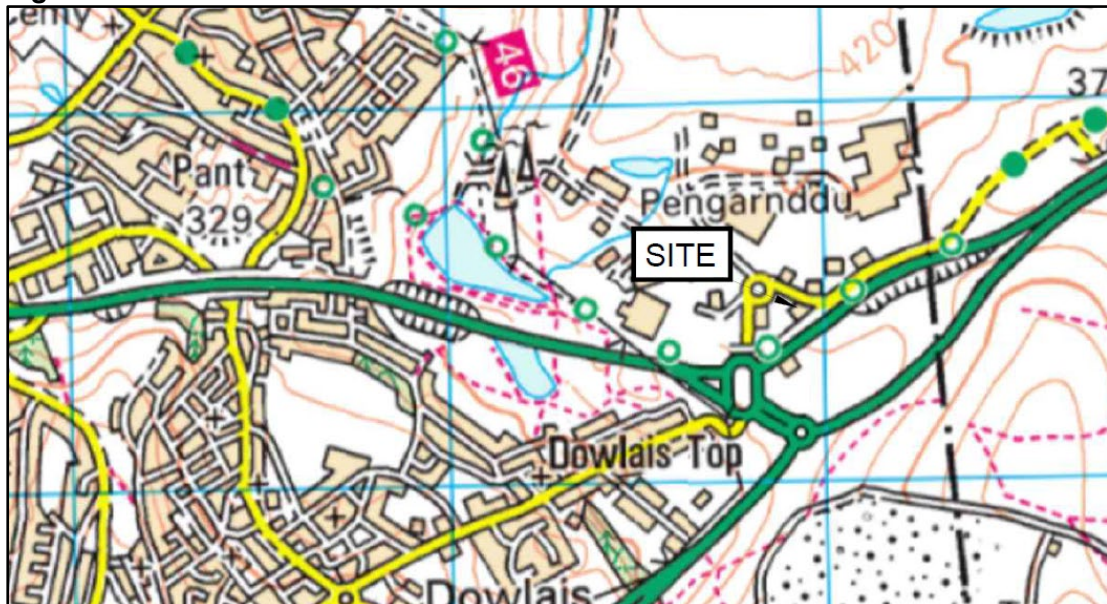
1.1.1 ADL Traffic and Highways Engineering Ltd have prepared this Delivery Management Plan for the proposed McDonald's restaurant at land at Common Road, Penygarnddu Business Park, Merthyr Tydfil.

1.1.2 This report sets out McDonald's extensive servicing experience and demonstrates that suitable arrangements would be implemented to manage deliveries during open hours. These measures are considered to be sufficient and reasonable to ensure efficient and safe operation of the car park during servicing periods.

1.2 Site Location and Road Network

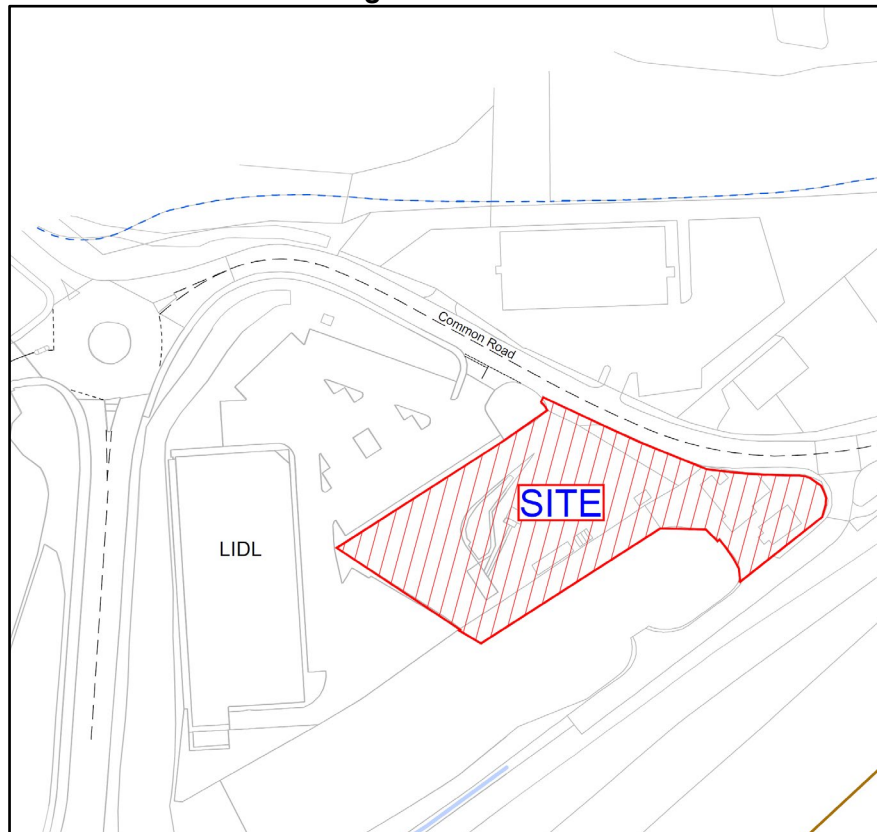
1.2.1 The site is located on land at Common Road, adjacent to the Lidl foodstore. The site is located 5.6km east of Merthyr Tydfil Town Centre. A plan showing the site location is shown below as Figure 1A.

Figure 1A Site Location



1.2.2 The site is considered to be in a roadside location. The surrounding area is made up of commercial and retail uses. There are also residential dwellings located in the wider vicinity to the southwest. There is a residential dwelling and Pengarnddu service yard at the site's southern boundary. Common Road (unclassified) forms the eastern border of the site. The Lidl car park forms the western and northern boundaries. A plan showing the site and surrounding area is shown below as Figure 1B.

Figure 1B Site and Surrounding Area



- 1.2.3 The site benefits from an existing vehicle access in the form of a priority junction onto Common Road.
- 1.2.4 Common Road is a single carriageway road subject to the national speed limit. Common Road runs between the A465 at the Dowlais Top Junction and the A465 at the Pant-Y-Waun Junction.

- 1.2.5 There is four arm roundabout located 138metres northwest of the site. For the purposes of this report, the roundabout will be addressed as Asda Roundabout. Common Road forms the eastern arm of the roundabout and the western arm provides access to the Asda Superstore. The northern and southern arms are unclassified and are single carriageway roads subject to the national speed. The northern arm provides access to the industrial units in the vicinity of the site.
- 1.2.6 The Dowlais Top Junction is located 155 metres south of the ASDA roundabout and is made up of a five-arm roundabout. The eastern and western arms are formed by the A456 Heads of the Valleys Road, the southeast arm is formed by the A4060, the southwest arm is formed by High Street and the northern arm is unclassified. The A456 Heads of the Valleys Road is a dual carriageway.
- 1.2.7 There is a priority junction adjacent to the northern corner of the site. The junction provides access to Lidl.
- 1.2.8 There is a priority junction opposite the site. The junction provides access to a vacant retail unit.

1.3 Proposed Restaurant Details

- 1.3.1 The proposed site layout and access arrangements are shown on the plan in Appendix 1.0.
- 1.3.2 It is proposed to develop the site to provide a 309sqm (GEA), 286sqm (GIA) single storey McDonald's Restaurant with side-by-side drive thru facilities. The dining area would be approximately 71sqm with 50 seats.
- 1.3.3 It is proposed to provide 32 car parking spaces within McDonald's demise including 2 accessible parking spaces, 2 EV charging bays (including 1 accessible EV bay), and 1 grill bay for drive thru customers. There would also be 3 motorcycles parking spaces. There would be 6 cycle parking spaces (3 Sheffield stands) provided for the restaurant located close to the building.

- 1.3.4 Vehicle access to the restaurant for customers would be via the existing junction on Common Road. The access would be modified slightly to accommodate the swept path of the McDonald's delivery vehicle.
- 1.3.5 Pedestrian access would be provided from Common Road, the footway would be continued to the east of Lidl access to connect with the restaurant. There would also be a footway/cycleway link to the cycle route to the south.
- 1.3.6 The delivery vehicle will use the same customer access arrangements and unload within the customer car park.
- 1.3.7 It is expected that the restaurant would operate 24 hours Monday to Sunday.

2.0 McDONALD'S SERVICING PROCEDURE

2.1 McDonald's/Martin Brower Servicing Experience

- 2.1.1 McDonald's has been trading in the UK since 1974. The company operates 1,348 restaurants of which around 1,204 are restaurants with drive thru facilities.
- 2.1.2 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.
- 2.1.3 With regard to the 1,204 restaurants with drive thru facilities, much like the proposed restaurant, each restaurant is expected to be serviced 3-5 times per week. This is equivalent to 3,612 (assuming 3 deliveries per store) deliveries per week or 516 per day (7-day week).
- 2.1.4 Martin Brower are McDonald's sole distributor for all of its products in the U.K. and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, Martin Brower also continuously reviews each site in line with their own Health & Safety policies.
- 2.1.5 The goods are typically delivered by 16.6m articulated delivery vehicles. However smaller 11.1m Rigid delivery vehicles are available on a site by site basis. The delivery vehicle is typically parked for between 15 minutes – 75 minutes. The duration of the stay depends upon the range and quantity of products to be delivered.
- 2.1.6 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.

- 2.1.7 Cooking oil from restaurants is recycled into bio diesel. The bio diesel is used as fuel by all McDonald's delivery vehicles. 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.

2.2 Servicing Frequency, Timing and Duration

- 2.2.1 As noted in Section 2.1, deliveries would be expected to occur 3-5 times per week.
- 2.2.2 The vehicle is expected to be parked for between 15 - 75 minutes within an allocated 4-hour delivery slot (environmental or planning restrictions can mean shorter windows). The duration parked depends on the range and quantity of products being delivered.
- 2.2.3 Deliveries during peak trading periods are avoided to minimise any delays in delivery. Delivery times can, where necessary, be adopted to suit any site and are closely controlled in sensitive locations.

2.3 Paragon

- 2.3.1 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.
- 2.3.2 Notification of the delivery time is emailed to the restaurant the day before the delivery. The restaurant will be allocated a 4-hour delivery planning window (environmental or planning restrictions can mean shorter windows) and the delivery will be planned within this slot. In practice however, typically restaurants receive their deliveries at the same time on the same days each week.
- 2.3.3 On the day of the delivery the GPS system linked to Paragon will enable the restaurant manager to track the arrival time of the delivery vehicle. They will then be able to prepare the car park 30 minutes before the arrival of the delivery vehicle.

- 2.3.4 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 to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

2.4 Refuse Collection and Recycling

- 2.4.1 Waste minimisation and recycling are promoted.
- 2.4.2 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.
- 2.4.3 Delivery vehicles also collect all waste cardboard, food waste, cups, oil and empty delivery trays/crates which are returned to suppliers for re-use. This reduces the volume of refuse collected for land fill.
- 2.4.4 Refuse is collected by a private contractor using a 9.6m refuse vehicle, 3 times per week and collect landfill waste only.

2.5 Vehicle Delivery Procedures

- 2.5.1 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.
- 2.5.2 During any reversing the vehicles emit a reversing beep-beep 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, which reduces the noise pollution.

2.6 Driver Responsibility

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

2.7 McDonald's Staff

- 2.7.1 McDonald's allocate a minimum of two staff to be on site and available to assist with deliveries. These staff have completed a McDonald's Health and Safety Training.
- 2.7.2 Restaurant staff are on site to ensure the space required for delivery vehicle manoeuvring is clear. Once on the tarmac, they wheel the cages to the restaurant.
- 2.7.3 McDonald's staff are on hand to manage customer vehicles and pedestrians during the delivery.

2.8 Summary

- 2.8.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the Country and this system would be successfully implemented at the Merthyr Tydfil restaurant.

3.0 SERVICING PLAN: McDONALD'S RESTAURANT MERTHYR TYDFIL

3.1 Servicing Plan: McDonald's Merthyr Tydfil

- 3.1.1 The McDonald's Merthyr Tydfil Restaurant is expected to be serviced 3-5 times per week by a 11.1m rigid delivery vehicle.
- 3.1.2 The restaurant would be assigned its 4 hour delivery slot by Martin Brower. These would generally be the same slots week in, week out so the restaurant will have regular delivery pattern which they will be well experienced with.
- 3.1.3 Deliveries would only occur during quiet trading for the McDonald's. The delivery vehicle would manoeuvre in the car park and park in the hatched area to unload. The hatched spaces would be used as staff spaces outside of servicing periods.
- 3.1.4 Two staff (minimum) will be allocated to manage the delivery. They will have received Health and Safety training.
- 3.1.5 TRACK analysis of the Martin Brower delivery vehicle accessing, unloading and exiting the site is included as Appendix 2.1.
- 3.1.6 There are 32 car parking spaces within McDonald's car park. It is proposed that staff would cone off 5 car parking spaces required for unloading and manoeuvring. This would leave 27 car parking spaces available for staff and customers (81% of McDonald's parking provision). It is therefore considered that there would be more than sufficient available parking during quiet trading periods for both customer demand and the delivery vehicle during these off peak periods.
- 3.1.7 A plan showing the proposed car park management strategy for the McDonald's is included as Appendix 3.0.

- 3.1.8 Staff parked in the hatched spaces would move their vehicles and cone off the spaces for the delivery vehicle. McDonald's deliveries are scheduled in advance so McDonald's staff would be able to move their vehicles prior to the arrival of the delivery vehicle.
- 3.1.9 Once the delivery vehicle is parked, goods are trollyed from the delivery vehicle to the corral at the rear of the building.
- 3.1.10 When the delivery is complete the delivery vehicle leaves the site in a forward gear. Once the delivery vehicle has left the staff will remove the cones from the parking spaces.

3.2 Refuse Collection: McDonald's Merthyr Tydfil

- 3.2.1 Bins would be stored in the corral at the rear of the restaurant. Bins would be wheeled to the vehicle by refuse operatives.
- 3.2.2 Refuse would be collected by a private contractor, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.
- 3.2.3 Refuse collections would also occur at McDonald's Merthyr Tydfil during quiet trading periods three times per week. Refuse collections would also be scheduled to avoid coinciding with deliveries.
- 3.2.4 The refuse vehicle would use the car park to collect the refuse. The refuse vehicle would only be on site for a short period of time to load the bins and would not overrun any parking spaces so no further measures are required to manage refuse collection for the McDonald's restaurant.
- 3.2.5 Appendix 2.2 shows the TRACK analysis for the 9.6m refuse vehicle (standard for Veolia fleet) entering the site, loading adjacent to the McDonald's and exiting the site in a forward gear.

3.3 Monitoring Procedures

3.3.1 Drivers are debriefed at the end of any shift and any issues are logged by MB Control.

3.3.2 Restaurants can also rate the MB driver so any issues can be identified by MB Control.

4.0 SUMMARY AND CONCLUSIONS

4.1 Summary

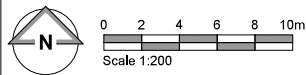
- 4.1.1 McDonald's have extensive experience of undertaking deliveries at their stores whilst they are open and this presents no operational difficulties.
- 4.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.
- 4.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant. This demonstrates the planning and management, to provide safe and efficient servicing.
- 4.1.4 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK by McDonald's.

4.2 Conclusions

- 4.2.1 Staff for the store are trained in receiving deliveries and managing customers and their vehicles before and during deliveries.
- 4.2.2 Deliveries for the McDonald's will be scheduled to occur within 4-hour delivery slots, 3-5 times per week during quiet trading periods using an 11.1m Rigid delivery vehicle. Deliveries would occur during quiet trading periods for the restaurant. Measures are proposed to manage the car park and cone off the spaces in the car park prior to the arrival of the delivery vehicle. There would be sufficient parking available to accommodate staff and customers during deliveries especially during off peak periods.
- 4.2.3 Refuse collection for the McDonald's will be scheduled to occur using a private contractor 3 times per week during quiet trading periods. Refuse collections would be scheduled avoid coinciding with the delivery schedules. The 9.6m refuse vehicles would only be on site for a short period of time and would not overrun any parking spaces therefore no further management measures are required.

- 4.2.4 In conclusion therefore, this document confirms the good practice already employed widely at McDonald's restaurants which will also be utilised at the Merthyr Tydfil Restaurant.

ARCHITECT'S PROPOSED LAYOUT



DT Lane Equipment				
Reference	Product Code	Qty.	Materials	Colour
Height Restriction Gallow	FD-MCD-091-2A	1	5000 x 250 x 3200	Grey RAL 7022 & RAL 3020
COD DT Canopy	FD-MCD-12B	2	GRP canopy top, Fluorescent tube in recessed white niche (RAL 9010).	White RAL 9010
COD DT Order Post	FD-MCD-11A	2	Triangle painted (RAL 3020), Customer Order Display (COD) including speaker, screen, microphone and camera. Steel Structure painted (RAL 7022). Steel structure and base painted (RAL 7022). Frontland edges steel sheet painted AKZO Nobel Dulux DYY 07/63 (Dark Green)	White RAL 9010, RAL 3020, RAL 7022 & Dark Green



General Site Proposal Notes:

'DOT' denotes Department of Transport Signs installed in accordance with all Approved Documents and British Standards. For Signage type refer to AEW drawing no. 13888_AEW_2685_0008

'DK' denotes location of drop kerbs to be installed. Drop kerbs to be installed:

- Along delivery routes
- Around Accessible Parking Bays in accordance with AD M
- At Pedestrian crossing point

Yellow Thermoplastic Material to:

- All Drive Thru related road markings
- Accessible parking bays in accordance with AD M
- Parked order bays

White Thermoplastic Material to:

- Car park related road markings to be in white thermoplastic material
- Standard parking bays to be finished in white thermoplastic material
- All junction road markings
- All pedestrian crossings

NOTES

- All dimensions and levels are to be checked on site.
- Any discrepancies are to be reported to the architect before any work commences.
- Whilst information on this sheet is issued to scale, scaling directly from this drawing may result in inaccuracies. For precise measurements, refer to the stated dimensions or contact the Architect.
- This drawing shall not be reproduced without express written permission from AEW.
- Title overlay drawings and ownership boundaries are produced using all reasonable endeavours, AEW cannot be responsible for the accuracy or scale discrepancy of base plans supplied to them.
- All works are to be undertaken in accordance with Building Regulations and the latest British Standards.
- All proprietary materials and products are to be used strictly in accordance with the manufacturers recommendations.

Project Notes

- All drawings to be read in conjunction with all other drawings as noted on issue sheet.
- Drawing based on:
 - Glanville's Survey drawing 4240241-4101A dated: 13/01/2025
 - OS Promap 100022432
 - Glanville's levels drawing 4240241-SK05-P4 Dated: 23/06/25
 - edp068_d012-C-Detailed Planting Plan
- Existing below ground utilities/services unknown, Intrusive surveys required

Application Boundary:

Parking Schedule		
Bay Type	Existing	Proposed
Accessible Bays	0	2
Grill Bays	0	1
General Bays	0	27
EVC Bays	0	2
Total Car Bays	0	32
Cycle Spaces	0	6
Motorcycle Bays	0	2

Schedule of Areas	
Site Area (Hectares)	0.39
Building GEA (m²) (exc. Corral)	309

Site Features Key	
150mm Diameter stainless steel protective bollard	BOL
Cranked bollards Painted Black	CB
Tactile Blister Paving	
Target Bin	
'LP' Denotes Lamppost Refer to LAUK lighting plot for further detail	LP
'LB' Denotes Lighting Bollard Refer to LAUK lighting plot for further detail	LB
Proposed 1800mm high Close Boarded Timber Fence	
Proposed 1100mm high Timber Post & Rail Fence	
Proposed 600mm high Timber Knee Rail Fence	

F	03/09/2025	AK	TSS
Glanvilles proposed retaining wall updated, landscape scheme and lighting plot shown, layout updated to suit			
E	29/07/2025	BA	TSS
Site Plan coloured			
D	01/07/2025	AK	TSS
Glanville's proposed retaining wall indicated			
C	20/06/2025	AK	TSS
Application boundary amended, fencing added around housing plot, cycle path and parking amended, recycling unit added to patio			
B	18/06/2025	AK	TSS
Application boundary amended, ADL cycle path shown			
A	13/06/2025	AK	TSS
Totem added whitelining amended, attenuation basin and cycle path indicated			
-	28/03/2025	AK	TSS/LMD
Initial Issue			
REV	Date	Drawn by -	Checked by -

Purpose of Issue

drawing stage **Planning**

client

McDonald's Restaurants Ltd	
project	store
Merthyr Tydfil, Heads of the Valley Rd	2685
drawing title	
Proposed Site Plan	
date	26/03/2025
scale@A1	1:200
drawn	AK
checked	TSS

Site Plan
Scale 1:200

Proposed Site Plan

APPENDIX 1.0
ARCHITECTS SITE LAYOUT

G 12/09/2025 AK TSS
edp landscape scheme updated, DT lane equipment schedule shown

Planning

Rev

G

13888_AEW_2685_0004

Job No

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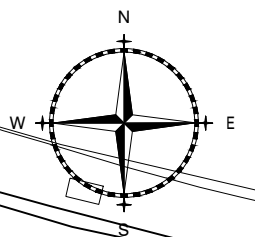
aeu

TRACK ANALYSIS

- 2.1 TRACK Analysis: 11.1m Rigid Delivery Vehicle
- 2.2 TRACK Analysis: 9.6m Refuse Vehicle



CAR PARK MANAGEMENT PROPOSALS



APPENDIX 3.0