

AUSTRALIAN AMALGAMATED TERMINALS PTY LTD (AAT)

SEMI-ANNUAL COMPLIANCE REPORT

DATE OF REPORT: 14th September 2017

REPORT PERIOD: 1 JANUARY 2017 TO 30 JUNE 2017

This Compliance Report has been prepared by AAT in accordance with clause 8 of the Undertaking to the Australian Competition and Consumer Commission (**ACCC**) given by AAT and Qube Holdings Limited (**Qube**) on 17 November 2016 and accepted by the ACCC on 23 November 2016 (**Undertaking**). In this Compliance Report:

- Q1 means the period from 1 January 2017 to 31 March 2017;
- Q2 means the period from 1 April 2017 to 30 June 2017;
- unless the context otherwise requires, words and expressions have the same meaning as is ascribed to them by the Undertaking; and
- NA means that no relevant services were provided by AAT.

PART A: AAT'S PERFORMANCE AGAINST EACH KPI FOR EACH TERMINAL

Terminal				
KPI	Kembla Terminal	Brisbane Terminal	Melbourne Terminal Webb Dock West	Melbourne Terminal Appleton Dock
1. Truck turnaround time	<p>During Q1, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p> <p>(a) Automobiles; 1 hour 1 minute for services provided by AAT to Qube or a Qube Related Entity and 45 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 48 minutes for services provided by AAT to Qube or a Qube Related Entity and 59 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p>	<p>During Q1, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p> <p>(a) Automobiles; 48 minutes for services provided by AAT to Qube or a Qube Related Entity and 45 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 1 hour 13 minutes for services provided by AAT to Qube or a Qube Related Entity and 1 hour 12 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p>	<p>During Q1, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p> <p>(a) Automobiles; # minutes for services provided by AAT to Qube or a Qube Related Entity and # minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); # minutes for services provided by AAT to Qube or a Qube Related Entity and # minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p>	<p>During Q1, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p> <p>(a) Automobiles; 39 minutes for services provided by AAT to Qube or a Qube Related Entity and 41 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 1 hour 4 minutes for services provided by AAT to Qube or a Qube Related Entity and 56 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time spent at the Terminal picking up or delivering cargo, measured from the time the truck entered the terminal gate to the time when the truck departed the Terminal through the terminal gate was, for:</p>

	<p>(a) Automobiles; 38 minutes for services provided by AAT to Qube or a Qube Related Entity and 40 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 46 minutes for services provided by AAT to Qube or a Qube Related Entity and 51 minutes for services provided to all other Terminal Users.</p>	<p>(a) Automobiles; 50 minutes for services provided by AAT to Qube or a Qube Related Entity and 46 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 1 hour 11 minutes for services provided by AAT to Qube or a Qube Related Entity and 1 hour 13 minutes for services provided to all other Terminal Users.</p>	<p>(a) Automobiles; # minutes for services provided by AAT to Qube or a Qube Related Entity and # minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); # minutes for services provided by AAT to Qube or a Qube Related Entity and # minutes for services provided to all other Terminal Users.</p> <p>No data available due to BAT system not being used at Terminal. AAT trucks access Terminal via MIRRAT.</p>	<p>(a) Automobiles; NA for services provided by AAT to Qube or a Qube Related Entity and 41 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 1 hour 15 minutes for services provided by AAT to Qube or a Qube Related Entity and 59 minutes for services provided to all other Terminal Users.</p>
2. Yard dwell time, imports	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 123 hours 5 minutes for services provided by AAT to Qube or a Qube Related Entity and 115 hours 7 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 59 hours 9 minutes for services provided by AAT to Qube or a Qube Related Entity and 36 hours 18minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 126 hours 16 minutes for services provided by AAT to Qube or a Qube Related Entity and 116 hours 10 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 41 hours 7 minutes for services provided by AAT to Qube or a Qube Related Entity and 32 hours 28 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 52 hours 26 minutes for services provided by AAT to Qube or a Qube Related Entity and 34 hours 37 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 91 hours 17 minutes for services provided by AAT to Qube or a Qube Related Entity and 85 hours 14 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 26 hours 8 minutes for services provided by AAT to Qube or a Qube Related Entity and 16 hours 50 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 99 hours 55 minutes for services provided by AAT to Qube or a Qube Related Entity and 104 hours 10 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 82 hours 2 minutes for services provided by AAT to Qube or a Qube Related Entity and 91 hours 43 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 62 hours 14 minutes for services provided by AAT to Qube or a Qube Related Entity and 77 hours 6 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 39 hours 39 minutes for services provided by AAT to Qube or a Qube Related Entity and 64 hours 51 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 14 hours 35 minutes for services provided by AAT to Qube or a Qube Related Entity and 55 hours 21 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 68 hours 43 minutes for services provided by AAT to Qube or a Qube Related Entity and 70 hours 32 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 224 hours 49 minutes for services provided by AAT to Qube or a Qube Related Entity and 53 hours 4 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from announced time for pick-up to actual pick-up was:</p> <p>(a) Automobiles; 29 hours 56 minutes for services provided by AAT to Qube or a Qube Related Entity and 44 hours 15minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 222 hours 41 minutes for services provided by AAT to Qube or a Qube Related Entity and 36 hours 46 minutes for services provided to all other Terminal Users.</p>

<p>3. Yard dwell time, exports</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 112 hours 42 minutes for services provided by AAT to Qube or a Qube Related Entity and 106 hours 9 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 149 hours 19 minutes for services provided by AAT to Qube or a Qube Related Entity and 137 hours 15 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 126 hours 3 minutes for services provided by AAT to Qube or a Qube Related Entity and 219 hours 9 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 169 hours 20 minutes for services provided by AAT to Qube or a Qube Related Entity and 192 hours 34 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 98 hours 1 minute for services provided by AAT to Qube or a Qube Related Entity and 106 hours 56 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 132 hours 59 minutes for services provided by AAT to Qube or a Qube Related Entity and 202 hours 45 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 119 hours 56 minutes for services provided by AAT to Qube or a Qube Related Entity and 120 hours 5 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 121 hours 18 minutes for services provided by AAT to Qube or a Qube Related Entity and 176 hours 16 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 68 hours 29 minutes for services provided by AAT to Qube or a Qube Related Entity and 122 hours 7 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 64 hours 42 minutes for services provided by AAT to Qube or a Qube Related Entity and 99 hours 55 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; 98 hours 33 minutes for services provided by AAT to Qube or a Qube Related Entity and 103 hours 43 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 83 hours 59 minutes for services provided by AAT to Qube or a Qube Related Entity and 113 hours 54 minutes for services provided to all other Terminal Users.</p>	<p>During Q1, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; NA for services provided by AAT to Qube or a Qube Related Entity and 145 hours 51 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); 194 hours 2 minutes for services provided by AAT to Qube or a Qube Related Entity and 156 hours 18 minutes for services provided to all other Terminal Users.</p> <p>During Q2, the average time cargo units stayed at the designated cargo pick up area of the Terminal measured from actual time of delivery to announced cut-off time was:</p> <p>(a) Automobiles; NA for services provided by AAT to Qube or a Qube Related Entity and 123 hours 50 minutes for services provided to all other Terminal Users;</p> <p>(b) Break bulk cargo (including high and heavy cargo); NA for services provided by AAT to Qube or a Qube Related Entity and 128 hours 9 minutes for services provided to all other Terminal Users.</p>
<p>4. Berthing allocation changes</p>	<p>During Q1, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p> <ul style="list-style-type: none"> • Zero incidents for services provided by AAT to Qube or a Qube Related Entity; and • Zero incidents for services provided to all other Terminal Users. <p>During Q2, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p>	<p>During Q1, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p> <ul style="list-style-type: none"> • Zero incidents for services provided by AAT to Qube or a Qube Related Entity; and • Zero incidents for services provided to all other Terminal Users. <p>During Q2, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p>	<p>During Q1, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p> <ul style="list-style-type: none"> • Zero incidents for services provided by AAT to Qube or a Qube Related Entity; and • Zero incidents for services provided to all other Terminal Users. <p>During Q2, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p>	<p>During Q1, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p> <ul style="list-style-type: none"> • Zero incidents for services provided by AAT to Qube or a Qube Related Entity; and • Zero incidents for services provided to all other Terminal Users. <p>During Q2, the number of incidents where there was a delay in start-up of stevedore operations due to deviation between planned allocation of berth and actual allocation of berth was:</p>

	<ul style="list-style-type: none"> • Zero for services provided to all other Terminal Users. 	<ul style="list-style-type: none"> • 1 for services provided to all other Terminal Users. 	<ul style="list-style-type: none"> • Zero for services provided to all other Terminal Users. 	<ul style="list-style-type: none"> • Zero for services provided to all other Terminal Users.
8. Mechanical support	<p>During Q1, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. <p>During Q2, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. 	<p>During Q1, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • 2 hours for services provided by AAT to Qube or a Qube Related Entity; and • 2.5 hours for services provided to all other Terminal Users. <p>During Q2, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. 	<p>During Q1, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. <p>During Q2, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. 	<p>During Q1, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users. <p>During Q2, the average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to issue resolved (in total hours) was:</p> <ul style="list-style-type: none"> • Zero hours for services provided by AAT to Qube or a Qube Related Entity; and • Zero hours for services provided to all other Terminal Users.
9. Cargo dwell time over free time / long terms storage	<p>Q1 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 39,114.</p> <p>(b) Number of cargo units which stayed over free time: 11,518.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 42.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 29.</p> <p>Q2 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 29,690.</p> <p>(b) Number of cargo units which stayed over free time: 8884.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 37.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 30%.</p>	<p>Q1 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 62,219.</p> <p>(b) Number of cargo units which stayed over free time: 18,896.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 559.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 29%.</p> <p>Q2 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 74,539.</p> <p>(b) Number of cargo units which stayed over free time: 8006.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 695.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 10%.</p>	<p>Q1 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 22,069.</p> <p>(b) Number of cargo units which stayed over free time: 1,893.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: Zero.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 8.58%.</p> <p>Q2 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 39,697.</p> <p>(b) Number of cargo units which stayed over free time: 2,955.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 1.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 7%.</p>	<p>Q1 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 12,768.</p> <p>(b) Number of cargo units which stayed over free time: 4608</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 5.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 25.83%.</p> <p>Q2 data on services provided by AAT to Qube or a Qube Related Entity:</p> <p>(a) Total cargo units: 10,970.</p> <p>(b) Number of cargo units which stayed over free time: 1996.</p> <p>Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 1.</p> <p>(c) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 7%.</p>

	<p>Q1 data on services provided to all other Terminal Users:</p> <p>(a) Total cargo units: 7,075.</p> <p>(b) Number of cargo units which stayed over free time: 1,1613.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: Zero.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 23%.</p> <p>Q2 data on services provided to all other Terminal :</p> <p>(a) Total cargo units: 5,695.</p> <p>(b) Number of cargo units which stayed over free time: 1,240.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 35.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 21%.</p>	<p>Q1 data on services provided to all other Terminal Users:</p> <p>(a) Total cargo units: 28,598.</p> <p>(b) Number of cargo units which stayed over free time: 5029.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 575.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 16%.</p> <p>Q2 data on services provided to all other Terminal :</p> <p>(a) Total cargo units: 33,611.</p> <p>(b) Number of cargo units which stayed over free time: 4,984.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 807.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 12%.</p>	<p>Q1 data on services provided to all other Terminal Users:</p> <p>(a) Total cargo units: 39,751.</p> <p>(b) Number of cargo units which stayed over free time: 3,423.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: Zero.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 8.61%.</p> <p>Q2 data on services provided to all other Terminal :</p> <p>(a) Total cargo units: 38,218.</p> <p>(b) Number of cargo units which stayed over free time: 4,446.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 1.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 12%.</p>	<p>customer hold) as a percentage of total units: 18%.</p> <p>Q1 data on services provided to all other Terminal Users:</p> <p>(a) Total cargo units: 9,810.</p> <p>(b) Number of cargo units which stayed over free time: 308.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 1.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 3.13%.</p> <p>Q2 data on services provided to all other Terminal :</p> <p>(a) Total cargo units: 7,923.</p> <p>(b) Number of cargo units which stayed over free time: 1,055.</p> <p>(c) Number of cargo units which stayed over free time due to Customs, DAFF or customer hold: 3.</p> <p>(d) Number of cargo units which stayed over free time (excluding Customs, DAFF or customer hold) as a percentage of total units: 13%.</p>
10. Confidentiality and Ring Fencing	<p>During Q1:</p> <p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2:</p>	<p>During Q1:</p> <p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2:</p>	<p>During Q1:</p> <p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2:</p>	<p>During Q1:</p> <p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2:</p>

	<p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. 	<p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. 	<p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. 	<p>(a) the number of complaints received by AAT concerning non-compliance with clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users; <p>(b) the number of instances of breaches of clause 6 of the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users.
11.Complaints	<p>During Q1 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. 	<p>During Q1 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • One for services provided by AAT to Qube or a Qube Related Entity; and • One for services provided by AAT to all other Terminal Users. <p>Details of the type of complaint and outcomes of the complaints raised are included in Attachment B to this Compliance Report.</p>	<p>During Q1 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. 	<p>During Q1 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users. <p>During Q2 , the number of complaints raised under the Price Dispute Resolution Process and Non-Price Dispute Resolution Process under the Undertaking was:</p> <ul style="list-style-type: none"> • Zero for services provided by AAT to Qube or a Qube Related Entity; and • Zero for services provided by AAT to all other Terminal Users.

PART B: TERMINAL LAYOUT PLAN FOR EACH TERMINAL

A copy of the Terminal Layout Plan for each Terminal is attached to this Compliance Report.

PART C: TERMINAL USERS IN WHICH QUBE OR A QUBE RELATED ENTITY HAS AN INTEREST

Qube or a Qube Related Entity has a direct or indirect interest greater than or equal to 20% in the following Terminal Users who provided Stevedoring Services or PDI Operator Services at the following Terminals during the period covered by this Compliance Report:

Kembla Terminal

Qube Ports Pty Ltd ACN 123 021 492

Prixcar Services Pty Ltd ACN 007 063 505

Brisbane Terminal

Qube Ports Pty Ltd ACN 123 021 492

Prixcar Services Pty Ltd ACN 007 063 505

Melbourne Terminal – Webb Dock West

Qube Ports Pty Ltd ACN 123 021 492

Prixcar Services Pty Ltd ACN 007 063 505

Melbourne Terminal – Appleton Dock

Qube Ports Pty Ltd ACN 123 021 492

Prixcar Services Pty Ltd ACN 007 063 505

ATTACHMENTS

ATTACHMENT A: DATA FOR KPI 6

ATTACHMENT B: KPI 10 COMPLAINTS