AUSTRALIAN AMALGAMATED TERMINALS PTY LTD (AAT)

BI-ANNUAL COMPLIANCE REPORT DATE OF REPORT: 5th August, 2022

REPORT PERIOD: 1st JANUARY 2022 TO 30TH JUNE 2022

		Port Kembla			Brisbane	
		Average time	Explanation		Average time	Explanation
KPI 1 Truck Turnaround Time	Quarter 1	Average time	Explanation	Quarter 1	Average time	Explanation
	Automobiles - Qube	45 mins		Automobiles - Qube	45 mins	
	Automobiles - Linx Breakbulk - Qube	49 mins 1 hr 16 mins		Automobiles - Linx Automobiles - TML	38 mins N/A	Commenced April 1
	Breakbulk - Linx	1 hr 35 mins		Breakbulk - Qube	1 hr 15 mins	commenced April 1
				Breakbulk - Linx	1 hr 22 mins	
Average time spent at the terminal picking up or delivering cargo, measured	Quarter 2 Automobiles - Qube	45 mins		Breakbulk - TML Quarter 2	N/A	Commenced April 1
from gate entry through to departure	Automobiles - Linx	45 mins		Automobiles - Qube	40 mins	
from terminal	Breakbulk - Qube	1 hr 14 mins		Automobiles - Linx	36 mins	B. I II. B. B. B I
	Breakbulk - Linx	1 hr 17 mins		Automobiles - TML Breakbulk - Qube	0 hrs 0 mins 1 hr 18 mins	Did not handle PCC vessels
				Breakbulk - Linx	1 hr 02 mins	
				Breakbulk - TML	1 hr 15 mins	
-						
KPI 2 Yard Dwell Time - Imports		Average time	Explanation	Quarter 1	Average time	Explanation
	Quarter 1		loon and also all bloom beauti	Automobiles - Qube	169 hrs 29 mins	
			Import dwell time have increased due to			
			transhipments and clumping of			
	Automobiles - Qube	259 hrs 32 mins	vessels	Automobiles - Linx	165 hrs 41 mins	
	Automobiles - Linx Breakbulk - Qube	224 hrs 31 mins 140 hrs 38 mins		Automobiles - TML Breakbulk - Qube	N/A 130 hrs 57 mins	Commenced April 1
	Breakbulk - Linx	118 hrs 59 mins		Breakbulk - Linx	109 hrs 26 mins	
				Breakbulk - TML	N/A	Commenced April 1
	Quarter 2 Automobiles - Qube	310 hrs 01 mins				
	Automobiles - Qube Automobiles - Linx	320 hrs 01 mins		Quarter 2		
	Breakbulk - Qube	116 hrs 58 mins		Automobiles - Qube	97 hrs 05 mins	
	Breakbulk - Linx	106 hrs 30 mins		Automobiles - Linx	119 hrs 58 mins 0 hrs 0 mins	Did not handle PCC vessels
				Automobiles - TML Breakbulk - Qube	115 hrs 36 mins	Did HOL Handle PCC Vessels
				Breakbulk - Linx	165 hrs 41 mins	
				Breakbulk - TML	145 hrs 15 mins	
VDI 2 Yard Durall Time Franchs	Quarter 1	Average time	Explanation	Quarter 1	Average time	Explanation
KPI 3 Yard Dwell Time - Exports	Automobiles - Qube	179 hrs 35 mins		Automobiles - Qube	200 hrs 31 mins	
	Automobiles - Linx	258 hrs 28 mins		Automobiles - Linx	249 hrs 27 mins	
	Breakbulk - Qube	388 hrs 39 mins		Automobiles - TML	0 hrs 0 mins	Did not handle PCC vessels
	Breakbulk - Linx	295 hrs 41 mins		Breakbulk - Qube Breakbulk - Linx	290 hrs 50 mins 186 hrs 57 mins	
Average time export cargo units stayed at	Quarter 2			Breakbulk - TML	N/A	Commenced April 1
the designated cargo pick-up area of the	Automobiles - Qube	315 hrs 43 mins				
terminal waiting to be loaded onto a vessel, once the cargo is ready to be	Automobiles - Linx Breakbulk - Qube	118 hrs 19 mins 369 hrs 03 mins		Quarter 2 Automobiles - Qube	205 hrs 17 mins	
loaded.	Breakbulk - Linx	127 hrs 17 mins		Automobiles - Linx	224 hrs 17 mins	
				Automobiles - TML	0 hrs 0 mins	Did not handle PCC vessels
				Breakbulk - Qube Breakbulk - Linx	280 hrs 35 mins 370 hrs 41 mins	
				Breakbulk - TML	258 hrs 45 mins	
		Number of Incidents	Explanation		Number of Incidents	Explanation
KPI 4 Berthing Allocation Changes	Quarter 1			Quarter 1		2.9.0
	Qube	Zero		quarter 2		
Number of incidents where there was a	Linx		_	Qube	Zero	
	LIIIX	Zero		Qube Linx	Zero	
delay in start of stevedoring operations	Quarter 2			Qube Linx TML Quarter 2		
	Quarter 2 Qube	Zero Zero		Qube Linx TML Quarter 2 Qube	Zero Zero Zero	
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such	Quarter 2	Zero		Qube Linx TML Quarter 2 Qube Linx	Zero Zero Zero Zero	
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation,	Quarter 2 Qube	Zero Zero		Qube Linx TML Quarter 2 Qube	Zero Zero Zero	
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such	Quarter 2 Qube	Zero Zero		Qube Linx TML Quarter 2 Qube Linx	Zero Zero Zero Zero	
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such	Quarter 2 Qube	Zero Zero Zero	Evalanation	Qube Linx TML Quarter 2 Qube Linx	Zero Zero Zero Zero Zero	Fynlanation
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such	Quarter 2 Qube	Zero Zero	Explanation	Qube Linx TML Quarter 2 Qube Linx	Zero Zero Zero Zero	Explanation
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such deviation.	Quarter 2 Qube Linx Quarter 1 Qube	Zero Zero Zero Number of Incidents Zero	Explanation	Qube Linx TML Quarter 2 Qube Linx TML Quarter 1 Quarter 1 Qube	Zero Zero Zero Zero Zero Zero Zero Zero	Explanation
delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such deviation. KPI 5 Mooring Services	Quarter 2 Qube Linx Quarter 1	Zero Zero Zero Number of Incidents	Explanation	Qube Linx TML Quarter 2 Qube Linx TML Quarter 1 Qube Linx	Zero Zero Zero Zero Zero Zero Zero Zero	Explanation
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		Number of Incidents	Explanation		Number of Incidents	Explanation
KPI 7 Equipment Availability	Quarter 1 Qube	Zero		Quarter 1 Qube	Zero	
	Linx	Zero		Linx	Zero	
Number of deviations between AAT	Quarter 2			TML Quarter 2	Zero	
equipment requested by stevedore or by shipping line and actual machinery	Quarter 2 Qube	Zero		Quarter 2 Qube	Zero	
provided (including standard of	Linx	Zero		Linx	Zero	
equipment, age, type and capacity)				TML	Zero	
		Average time lost	Explanation		Average time lost	Explanation
KPI 8 Mechanical Support	Quarter 1	Average time lost	Explanation	Quarter 1	Average time lost	Explanation
	Qube	Zero		Qube	Zero	
Average time lost in excess of one hour due to failure of AAT in providing mechanical breakdown support, reported	Linx	Zero		Linx	Zero Zero	-
	Quarter 2			Quarter 2		
from the time Mechanical Engineer	Qube Linx	Zero Zero		Qube Linx	5 hrs Zero	
officially notified to the time the issue	LIIIX	Zelo		TML	Zero	
was resolved.						
		Units/percentage	Explanation		Units/percentage	Explanation
KPI 9 Cargo dwell time over free time/long terms storage	Quarter 1	Services to Qube		Quarter 1	Services to Qube	
	Services to Qube			Services to Qube		
	Total Cargo Units Units staying over free time	71,108 36,878		Total Cargo Units Units staying over free time	105,730 19,361	
	Units over free time due			Units over free time due		
	Customs/Daff or customer Units staying over free time	338		Customs/Daff or customer Units staying over free time	201	
	excluding Customs etc. as			excluding Customs etc. as		
	percentage of total units	51%		percentage of total units	18%	
	Services to Linx Total Cargo Units	16,183		Services to Linx Total Cargo Units	21,884	
	Units staying over free time	8,071		Units staying over free time	8,539	
	Units over free time due Customs/Daff or customer	36		Units over free time due Customs/Daff or customer	34	
		30				
	Units staying over free time			Units staying over free time		
	excluding Customs etc. as percentage of total units	50%		excluding Customs etc. as percentage of total units	39%	
	Quarter 2 Services to Qube			Services to TML Total Cargo Units	N/A	Commenced April 1
	Total Cargo Units	70,999		Units staying over free time	N/A	Commenced April 1
	Units staying over free time	26.159		Units over free time due	N/A	Commonand April 1
	Units staying over free time	36,158		Customs/Daff or customer	N/A	Commenced April 1
				Units staying over free time		
	Units over free time due Customs/Daff or customer	367		excluding Customs etc. as percentage of total units	N/A	Commenced April 1
	customs/ barr or customer	307		percentage of total units	N/A	Commenced April 1
	Units staying over free time			Units staying over free time		
	excluding Customs etc. as percentage of total units	50%		excluding Customs etc. as percentage of total units	N/A	Commenced April 1
Time and the state of the state of	Services to Linx	30%		Quarter 2	N/A	Commenced April 1
Time cargo units stay over free time, excluding Customs, DAFF and customer	Total Cargo Units	23,101		Services to Qube	05 602	
hold.	Units staying over free time Units over free time due	9,105		Total Cargo Units	85,603	
	Customs/Daff or customer	92		Units staying over free time	17,038	
	Units staying over free time					
	excluding Customs etc. as			Units over free time due		
	percentage of total units	39%		Customs/Daff or customer	239	
				Units staying over free time		
				excluding Customs etc. as percentage of total units	20%	
				Services to Linx	20%	
			-	Total Cargo Units	79,335	
				Units staying over free time Units over free time due	11,026	
				Customs/Daff or customer	23	
				Units staying over free time		
				excluding Customs etc. as		
				percentage of total units	14%	
				Services to TML		
				Total Cargo Units	5,867	
				Units staying over free time Units over free time due	632	
				Customs/Daff or customer	0	
						
				Units staying over free time excluding Customs etc. as		
				percentage of total units	11%	
		Number of Committee	good-oost*			Position of
		Number of Complaints	Explanation			Explanation
				Quarter 1		
KPI 10 Confidentiality and ring-fencing	Quarter 1			Complaints for Non-		
KPI 10 Confidentiality and ring-fencing	Complaints for Non-			Compliance with Clause 6		
		Zero		Compliance with Clause 6 Services to Qube	Zero	
Number of complaints received by AAT	Complaints for Non- Compliance with Clause 6	Zero Zero			Zero Zero	
KPI 10 Confidentiality and ring-fencing Number of complaints received by AAT concerning non-compliance with Clause 6 of the Undertaking	Complaints for Non- Compliance with Clause 6 Services to Qube Services to Linx			Services to Qube Services to Linx	Zero	
Number of complaints received by AAT concerning non-compliance with Clause 6	Complaints for Non- Compliance with Clause 6 Services to Qube Services to Linx Breaches of Clause 6 Clause 6	Zero		Services to Qube Services to Linx Services to TML		
Number of complaints received by AAT concerning non-compliance with Clause 6	Complaints for Non- Compliance with Clause 6 Services to Qube Services to Linx Breaches of Clause 6 Clause 6 Services to Qube	Zero Zero		Services to Qube Services to Linx Services to TML Breaches of Clause 6 Clause 6	Zero Zero	
Number of complaints received by AAT concerning non-compliance with Clause 6 of the Undertaking	Complaints for Non- Compliance with Clause 6 Services to Qube Services to Linx Breaches of Clause 6 Clause 6 Services to Qube Services to Linx	Zero		Services to Qube Services to Linx Services to TML Breaches of Clause 6 Clause 6 Services to Qube Services to Linx	Zero	
Number of complaints received by AAT concerning non-compliance with Clause 6	Complaints for Non- Compliance with Clause 6 Services to Qube Services to Linx Breaches of Clause 6 Clause 6 Services to Qube	Zero Zero		Services to Qube Services to Linx Services to TML Breaches of Clause 6 Services to Qube	Zero Zero Zero	

i				Complaints for Non-		
AAT's response to the complaints and/or	Services to Qube	Zero		Compliance with Clause 6		
breaches	Services to Qube	Zero		Services to Qube	Zero	
	Services to Linx	Zelo		Services to Quibe	Zero	
	Breaches of Clause 6 Clause 6			Services to Linx	Zero	
	Services to Qube	Zero		Services to TML	Zero	
	Services to Qube	Zero		Breaches of Clause 6 Clause 6	Zero	
	Services to Linx	Zero		Services to Qube	Zero	
				Services to Qube	Zero	
					Zero	
				Services to TML	Zero	
		Number of Complaints	Explanation		Number of Complaints	Explanation
KPI 11 Complaints	Quarter 1			Quarter 1		
	Complaints Under Price and			Complaints Under Price and		
	non-Price Dispute Resolution			non-Price Dispute Resolution		
	Process			Process		
	Services to Qube	Zero		Services to Qube	Zero	
	Services to Linx	Zero		Services to Linx	Zero	
	Details of complaint and					
	outcome	Zero		Services to TML	Zero	
				Details of complaint and		
				outcome	Zero	
	Quarter 2					
Number of complaints raised under the	Complaints Under Price and					
Price Dispute Resolution Process and the	non-Price Dispute Resolution					
Non-Price Resolution Process and the	Process			Quarter 2		
Non-Price Resolution Process under the Undertaking				Complaints Under Price and		
				non-Price Dispute Resolution		
	Services to Qube	Zero		Process		
	Services to Linx	Zero		Services to Qube	Zero	
	Details of complaint and					
	outcome	Zero		Services to Linx	Zero	
				Services to TML	Zero	
				Details of complaint and		
				outcome	Zero	
	·					

PART B: TERMINAL LAYOUT PLAN FOR EACH TERMINAL See attachment Part B

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

See attachment Part C