AUSTRALIAN AMALGAMATED TERMINALS PTY LTD (AAT)

SEMI-ANNUAL COMPLIANCE REPORT DATE OF REPORT: 17th August 2021

REPORT PERIOD: 1st JANUARY 2021 TO 30th JUNE 2021

КРІ		Port Kembla			Brisbane	
		Average time	Explanation		Average time	Explanation
KPI 1 Truck Turnaround Time	Quarter 1	Average time	Explanation	Quarter 1	Average time	Explanation
KFI I Huck Tullialoulla Tille	Automobiles - Qube	48 mins		Automobiles - Qube	40 mins	
	Automobiles - non-Qube	52 mins		Automobiles - non-Qube	40 mins	
	Breakbulk - Qube	1 hr 16 mins		Breakbulk - Qube	1 hr 06 mins	
Average time spent at the terminal	Breakbulk - non-Qube	1 hr 26 mins		Breakbulk - non-Qube	0 hr 58 mins	
picking up or delivering cargo, measured	Quarter 2			Quarter 2		
from gate entry through to departure from terminal	Automobiles - Qube	48 mins		Automobiles - Qube	41 mins	
from terminal	Automobiles - non-Qube	50 mins		Automobiles - non-Qube	39 mins	
	Breakbulk - Qube	1 hr 18 mins		Breakbulk - Qube	1 hr 20 mins	
	Breakbulk - non-Qube	1 hr 16 mins		Breakbulk - non-Qube	1 hr 08 mins	
KPI 2 Yard Dwell Time - Imports		Average time	Explanation		Average time	Explanation
	Quarter 1			Quarter 1		
	Automobiles - Qube	240 hrs 09 mins	A number of car dealers changed PDI's from Autocare to Prixcar which has resulted in extended dwell times due to higher volume of cars handled by Prixcar.	Automobiles - Qube	69 hrs 33mins	
			Linx dischagred cars were handled by Autocare and taken			
	Automobiles - non-Qube	110 hrs 08 mins	offsite.	Automobiles - non-Qube	79 hrs 41 mins	
	Proabhalle Oak-	143 hrs 03 mins	Qube handled significantly	Droabhalle Oak-	61 hrs 29 mins	
	Breakbulk - Qube Breakbulk - non-Qube	143 hrs 03 mins 59 hrs 36 mins	more cargo than Linx	Breakbulk - Qube Breakbulk - non-Qube	111 hrs 39 mins	
	Sicandan non qube	555 50 mms	1	S.Canbaik Hoff Qube	JJ IIIIII	
	Quarter 2			Quarter 2		
	Automobiles - Qube	112 hrs 06 mins		Automobiles - Qube	105 hrs 37 mins	
	Automobiles - non-Qube	173 hrs 40 mins		Automobiles - non-Qube	75 hrs 31 mins	
	Breakbulk - Qube Breakbulk - non-Qube	144 hrs 10 mins 107 hrs 07 mins	 	Breakbulk - Qube Breakbulk - non-Qube	116 hrs 53 mins 147 hrs 59 mins	
	S.Carbair Hon-Qube	20, 1113 0, 1111113		D.Cakbuik Holl-Qube	2 m3 J3 mm3	
		Average time	Explanation		Average time	Explanation
KPI 3 Yard Dwell Time - Exports	Quarter 1	4001 40 1		Quarter 1		
	Automobiles - Qube Automobiles - non-Qube	197 hrs 12 mins 166 hrs 57 mins		Automobiles - Qube Automobiles - non-Qube	112 hrs 49 mins 156 hrs 01 mins	
	Breakbulk - Qube	286 hrs 0 mins		Breakbulk - Qube	120 hrs 06 mins	
Average time export cargo units stayed at	Breakbulk - non-Qube	226 hrs 51 mins		Breakbulk - non-Qube	164 hrs 31 mins	
the designated cargo pick-up area of the						
terminal waiting to be loaded onto a	Quarter 2			Quarter 2		
vessel, once the cargo is ready to be	Automobiles - Qube Automobiles - non-Qube	164 hrs 12 mins 116 hrs 54 mins		Automobiles - Qube Automobiles - non-Qube	213 hrs 32 mins 148 hrs 09 mins	
loaded.	Breakbulk - Qube	259 hrs 20 mins		Breakbulk - Qube	161 hrs 47 mins	
	Breakbulk - non-Qube	185 hrs 35 mins		Breakbulk - non-Qube	147 hrs 50 mins	
KPI 4 Berthing Allocation Changes	Quarter 1	Number of Incidents	Explanation	Quarter 1	Number of Incidents	Explanation
KF14 Bertilling Allocation Changes	Qube	Zero		Qube	Zero	
Number of incidents where there was a	Non-Qube	Zero		Non-Qube	Zero	
delay in start of stevedoring operations						
due to deviation between planned	Quarter 2			Quarter 2		
allocation of berth and actual allocation,	Qube Non-Qube	Zero Zero		Qube Non-Qube	Zero Zero	
where AAT was responsible for such	Non Qube	2010		Non Qube	2010	
deviation.						
		-				
		Number of tack	EI		Numberelie	En all annual
KPI 5 Mooring Services	Quarter 1	Number of Incidents	Explanation	Quarter 1	Number of Incidents	Explanation
	Quarter 1	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
Number of incidents where there was a		-			<u>-</u>	-
delay in the mooring of vessels due to a	Quarter 2	7		Quarter 2	7	
deviation between planned berth allocation and actual allocation, where	Qube Non-Qube	Zero Zero		Qube Non-Qube	Zero Zero	
AAT was responsible for such deviation.	Non-Qube	LUIO		Non-Qube	Leio	
				-		
			F 1 22			6.1.2
			Explanation			Explanation
KPI 6 Allocation of first point of rest area						
		Refer Attachment A			Refer Attachment A	
Data showing, for each cargo shipment:						
a) berth allocated to vessel						
b) allocated storage area in the Terminal						
Layout Plan for the cargo's first point of						
·					-	
					·	
This data can be set out in an			1			
This data can be set out in an Attachment to this Compliance Report						
		Number of Incidents	Evaluation		Number of Incidents	Evolunation
Attachment to this Compliance Report	Quarter 1	Number of Incidents	Explanation	Quarter 1	Number of Incidents	Explanation
	Quarter 1 Qube	Number of Incidents Zero	Explanation	Quarter 1 Qube	Number of Incidents Zero	Explanation
Attachment to this Compliance Report KPI 7 Equipment Availability			Explanation			Explanation
Attachment to this Compliance Report	Qube Non-Qube	Zero	Explanation	Qube	Zero	Explanation

provided (includes	Qube	Zero		Qube	Zero	
provided (including standard of equipment, age, type and capacity)	Non-Qube	Zero		Non-Qube	Zero	
VDI O Marshardari Command	Overstand 1	Average time lost	Explanation	01	Average time lost	Explanation
KPI 8 Mechanical Support	Quarter 1 Qube	Zero		Quarter 1		
						26th July '20 - "Szechuen" (Swire
						Qube) – Deer Park lost all function due to intermittent fault with pha
						failure relay. The crane was stuck or
						the vessel with a container suspend on the spreader. Vessel delay
						approximately 24 hours as a result the breakdown. 15th August '20
						"Shansi" (Swire / Qube) - Deer Pa experienced an electrical fault with t
						main circuit breaker. The on-c electrician was able to resolve to
						issue over the phone without having attend site. The crane was out
						service for approximately 1 hour. 17th September '20 - "Sofral
						Surville" (ANL / Qube) The Deer Pa cross travel fan motor overloaded a
						tripped the main circuit breaker. T
Average time lost in excess of one hour due to failure of AAT in providing						crane was out of service of approximately 1 hour. The Liebho
mechanical breakdown support, reported						was utilised during the outage.
from the time Mechanical Engineer officially notified to the time the issue	Non-Qube	Zero		Qube	7 hrs	
was resolved.						16 th July '20 - "Filia Aries
						(Oktedi / LINX) – Deer Park los main hoist function due to
						loose profinet connector o
						trolley cabinet PLC. The cran was down for approximately
				Non-Qube	2 hrs	hours.
-	Quarter 2			Quarter 2	21113	
						5 vessels were requried to
		_				work with ships gear due to
-	Qube	Zero		Qube	12 hrs	Deer Park crane out of service 4 vessels were requried to
						work with Gottwald crane due
	Non-Qube	Zero		Non-Qube	4 hrs	to Deer Park crane out of service
		Units/percentage	Explanation		Units/percentage	Explanation
KPI 9 Cargo dwell time over free time/long terms storage	Services to Qube			Services to Qube		
time/iong terms storage	Quarter 1			Quarter 1		
·	Total Cargo Units Units staying over free time	44,942 13,055		Total Cargo Units Units staying over free time	72,205 8,169	
	Units over free time due			Units over free time due		
-	Customs/Daff or customer Units staying over free time	283		Customs/Daff or customer Units staying over free time	72	
	avaluding Customs ato as			excluding Customs etc. as		
	excluding Customs etc. as percentage of total units	28%			11%	
	percentage of total units Services to Non-Qube	28%		percentage of total units Services to Non-Qube	11%	
	percentage of total units Services to Non-Qube Total Cargo Units	10,830		Services to Non-Qube Total Cargo Units	29,682	
	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due	10,830 1,775		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due	29,682 6,197	
	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time	10,830		Services to Non-Qube Total Cargo Units Units staying over free time	29,682	
	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time	10,830 1,775		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time	29,682 6,197	
	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer	10,830 1,775		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer	29,682 6,197	
	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	10,830 1,775 30		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31	
Time cargo units stay over free time, evoluting Customs DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2	10,830 1,775 30 16%		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2	29,682 6,197 31 21%	
Time cargo units stay over free time, excluding Customs, DAFF and customer hold.	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units	10,830 1,775 30 16%		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units	29,682 6,197 31 21%	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due	10,830 1,775 30 16% 47,153 12,740		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time	29,682 6,197 31 21% 77,005 6,894	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time	10,830 1,775 30 16%		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time	29,682 6,197 31 21%	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time	10,830 1,775 30 16% 47,153 12,740		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time	29,682 6,197 31 21% 77,005 6,894	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time Units staying over free time excluding Customs etc. as	10,830 1,775 30 16% 47,153 12,740		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer	29,682 6,197 31 21% 77,005 6,894	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube	10,830 1,775 30 16% 47,153 12,740 312		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube	29,682 6,197 31 21% 77,005 6,894 101	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	10,830 1,775 30 16% 47,153 12,740		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31 21% 77,005 6,894	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units staying over free time	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640		Services to Non-Qube Total Cargo Units Units staying over free time due Customs/Daff or customer Units staying over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600		Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time due Customs/Daff or customer Units staying over free time due Customs/Daff or customer	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600		Services to Non-Qube Total Cargo Units Units staying over free time due Customs/Daff or customer Units staying over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time units over free time Units staying over free time Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units staying over free time Units staying over free time Customs/Daff or customer	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600		Services to Non-Qube Total Cargo Units Units staying over free time Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units Staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units Staying over free time Customs/Daff or customer Units staying over free time excluding Customs etc. as	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140	
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time units over free time Units staying over free time Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units staying over free time Units staying over free time Customs/Daff or customer	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134	Sustanti -	Services to Non-Qube Total Cargo Units Units staying over free time Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units Staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units Staying over free time Customs/Daff or customer Units staying over free time excluding Customs etc. as	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13	- Fundana**
excluding Customs, DAFF and customer hold.	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140	Explanation
excluding Customs, DAFF and customer	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13	Explanation
excluding Customs, DAFF and customer hold. KPI 10 Confidentiality and ring-fencing	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time units over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time units over free time due Customs/Daff or customer Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Complaints for Non- Compliance with Clause 6	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134 30%	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13 17%	Explanation
KPI 10 Confidentiality and ring-fencing Number of complaints received by AAT	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time units over free time Units over free time units over free time Units over free time due Customs/Daff or customer Units staying over free time Units staying over free time excluding Customs etc. as percentage of total units	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13	Explanation
excluding Customs, DAFF and customer hold.	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Complaints for Non- Compliance with Clause 6 Services to non-Qube	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134 30% Number of Complaints	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 1 Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time excluding Customs etc. as percentage of total units Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Compliants for Non- Compliance with Clause 6 Services to non-Qube	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13 17% Measurement	Explanation
excluding Customs, DAFF and customer hold. KPI 10 Confidentiality and ring-fencing Number of complaints received by AAT concerning non-compliance with Clause 6	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time customs/Daff or customer Units over free time due Customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time customs/Daff or customer Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Complaints for Non- Compliance with Clause 6 Services to Qube	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134 30% Number of Complaints	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Services to Non-Qube Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Complaints for Non- Compliance with Clause 6 Services to Qube	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13 17% Measurement	Explanation
excluding Customs, DAFF and customer hold. KPI 10 Confidentiality and ring-fencing Number of complaints received by AAT concerning non-compliance with Clause 6	percentage of total units Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs over free time Customs over free time units over free time due Customs over free time Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Complaints for Non- Compliance with Clause 6 Services to Qube Services to non-Qube Breaches of Clause 6 Clause 6	10,830 1,775 30 16% 47,153 12,740 312 26% 21,640 6,600 134 30% Number of Complaints	Explanation	Services to Non-Qube Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Qube Quarter 2 Total Cargo Units Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Services to Non-Qube Total Cargo Units Services to Non-Qube Total Cargo Units Outsoms etc. as percentage of total units Services to Non-Qube Units over free time due Customs/Daff or customer Units staying over free time Units over free time due Customs/Daff or customer Units staying over free time excluding Customs etc. as percentage of total units Quarter 1 Compliantes for Non- Compliance with Clause 6 Services to Qube Breaches of Clause 6 Clause 6	29,682 6,197 31 21% 77,005 6,894 101 9% 35,173 6,140 13 17% Measurement	Explanation

U	Complaints for Non-			Complaints for Non-		
	Compliance with Clause 6			Compliance with Clause 6		
AAT's response to the complaints and/or	Services to Qube	Zero		Services to Qube	Zero	
breaches	Services to non-Qube	Zero		Services to non-Qube	Zero	
brederies	Services to non Qube	2010		Services to non qube	Leio	
	Breaches of Clause 6 Clause 6			Breaches of Clause 6 Clause 6		
					Zero	
	Services to Qube	Zero		Services to Qube		
	Services to non-Qube	Zero		Services to non-Qube	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 non-Qube	Zero		Services to non-Qube	Zero	
	Details of complaint and			Details of complaint and		
	outcome	Zero		outcome	Zero	
		20.0			2010	1
	Quarter 2			Quarter 2		
	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	
			Notice relates to lodgement by			Notice relates to lodgement b
			appointed Autocare			appointed Autocare
			Administrator of Autocare.			Administrator of Autocare.
			Due to various issues including,			Due to various issues including
			failing to pay outstanding debts			failing to pay outstanding deb
			and change in operating			and change in operating
			practices AAT ceased providing			practices AAT ceased providing
			Autocare favourable storage			Autocare favourable storage
			terms. These terms were			terms. These terms were
Number of complaints raised under the			previously provided to all PDI's			previously provided to all PDI
Price Dispute Resolution Process and the			including Prixcar, Ceva,			including Prixcar, Ceva,
Non-Price Resolution Process under the						
Undertaking			Autonexus and Autocare. All			Autonexus and Autocare. All
			parties have historically			parties have historically
			worked with AAT to ensure			worked with AAT to ensure
			efficient delivery of vehicles off			efficient delivery of vehicles of
			AAT's terminal. Autocare			AAT's terminal. Autocare
			ceased cooperating with these			ceased cooperating with thes
			arrangements and failed to			arrangements and failed to
			delivery cars in a timely			delivery cars in a timely
			manner resutling in direct costs			manner resutling in direct co-
			and distruption to AAT.			and distruption to AAT.
			Subesequently, the favourable			Subesequently, the favourab
			storage terms are no longer			storage terms are no longer
			offered.			offered.
			0			onerea.
	Sandana ta ann Outra			Considerate and Oute		
	Services to non-Qube	1		Services to non-Qube	1	
	1		requirement for security for			
			payment and business plan to			
	Details of complaint and		outline how vehicles will be	Details of complaint and		
	outcome	1	removed offisite	outcome	1	

PART B: TERMINAL LAYOUT PLAN FOR EACH TERMINAL See attachment

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

See attachment