

| KPI 7 Equipment Availability | | Number of Incidents | Explanation | Number of Incidents | | Explanation |
|---|-----------|--|-------------|--|--|-------------|
| Number of deviations between AAT equipment requested by stevedore or by shipping line and actual machinery provided (including standard of equipment, age, type and capacity) | Quarter 1 | | | Quarter 1 | | |
| | | Qube | Zero | | Qube | Zero |
| | | Linx | Zero | | Linx | Zero |
| | | | | | TML | Zero |
| | Quarter 2 | | | Quarter 2 | | |
| | | Qube | Zero | | Qube | Zero |
| | | Linx | Zero | | Linx | Zero |
| | | | | | TML | Zero |
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| KPI 8 Mechanical Support | | Average time lost | Explanation | Average time lost | Explanation | |
| 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 the time the issue was resolved. | Quarter 1 | | | Quarter 1 | | |
| | | Qube | Zero | | Qube | Zero |
| | | Linx | Zero | | Linx | Zero |
| | | | | | TML | Zero |
| | Quarter 2 | | | Quarter 2 | | |
| | | Qube | Zero | | Qube | 5 hrs |
| | | Linx | Zero | | Linx | Zero |
| | | | | | TML | Zero |
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| KPI 9 Cargo dwell time over free time/long terms storage | | Units/percentage | Explanation | Units/percentage | Explanation | |
| Time cargo units stay over free time, excluding Customs, DAFF and customer hold. | Quarter 1 | Services to Qube | | Quarter 1 | Services to Qube | |
| | | Total Cargo Units | 71,108 | | Total Cargo Units | 105,730 |
| | | Units staying over free time | 36,878 | | Units staying over free time | 19,361 |
| | | Units over free time due Customs/Daff or customer | 338 | | Units over free time due Customs/Daff or customer | 201 |
| | | Units staying over free time excluding Customs etc. as percentage of total units | 51% | | Units staying over free time excluding Customs etc. as percentage of total units | 18% |
| | | Services to Linx | | | Services to Linx | |
| | | Total Cargo Units | 16,183 | | 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 |
| | | Units staying over free time excluding Customs etc. as percentage of total units | 50% | | Units staying over free time excluding Customs etc. as percentage of total units | 39% |
| | | Quarter 2 | | | Services to TML | |
| | | Services to Qube | | | Total Cargo Units | N/A |
| | | Total Cargo Units | 70,999 | | Units staying over free time | N/A |
| | | Units staying over free time | 36,158 | | Units over free time due Customs/Daff or customer | N/A |
| | | Units over free time due Customs/Daff or customer | 367 | | Units staying over free time excluding Customs etc. as percentage of total units | N/A |
| | | Units staying over free time excluding Customs etc. as percentage of total units | 50% | | Units staying over free time excluding Customs etc. as percentage of total units | N/A |
| | | Services to Linx | | | Commenced April 1 | |
| | | Total Cargo Units | 23,101 | | Commenced April 1 | |
| | | Units staying over free time | 9,105 | | Services to Qube | |
| | | Units over free time due Customs/Daff or customer | 92 | | Total Cargo Units | 85,603 |
| | | Units staying over free time excluding Customs etc. as percentage of total units | 39% | | Units staying over free time | 17,038 |
| | | | | | Units over free time due Customs/Daff or customer | 239 |
| | | | | | Units staying over free time excluding Customs etc. as percentage of total units | 20% |
| | | | | | Services to Linx | |
| | | | | | Total Cargo Units | 79,335 |
| | | | | | Units staying over free time | 11,026 |
| | | | | | Units over free time due 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 | 632 |
| | | | | Units over free time due Customs/Daff or customer | 0 | |
| | | | | Units staying over free time excluding Customs etc. as percentage of total units | 11% | |
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| KPI 10 Confidentiality and ring-fencing | | Number of Complaints | Explanation | Number of Complaints | | Explanation |
| Number of complaints received by AAT concerning non-compliance with Clause 6 of the Undertaking | Quarter 1 | | | Quarter 1 | | |
| | | Complaints for Non-Compliance with Clause 6 | | | Complaints for Non-Compliance with Clause 6 | |
| | | Services to Qube | Zero | | Services to Qube | Zero |
| | | Services to Linx | Zero | | Services to Linx | Zero |
| | | Breaches of Clause 6 Clause 6 | | | Services to TML | Zero |
| | | Services to Qube | Zero | | Breaches of Clause 6 Clause 6 | |
| | | Services to Linx | Zero | | Services to Qube | Zero |
| | | | | | Services to Linx | Zero |
| | | | | | Services to TML | Zero |
| | | Quarter 2 | | | Quarter 2 | |
| | | Complaints for Non-Compliance with Clause 6 | | | | |

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