

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

KPI	Port Kembla			Brisbane		
		Average time	Explanation		Average time	Explanation
KPI 1 Truck Turnaround Time Average time spent at the terminal picking up or delivering cargo, measured from gate entry through to departure from terminal	Quarter 1			Quarter 1		
	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	
	Breakbulk - non-Qube	1 hr 26 mins		Breakbulk - non-Qube	0 hr 58 mins	
	Quarter 2			Quarter 2		
	Automobiles - Qube	48 mins		Automobiles - Qube	41 mins	
	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	
	Automobiles - non-Qube	110 hrs 08 mins	Linx discharged cars were handled by Autocare and taken offsite.	Automobiles - non-Qube	79 hrs 41 mins	
	Breakbulk - Qube	143 hrs 03 mins	Qube handled significantly more cargo than Linx	Breakbulk - Qube	61 hrs 29 mins	
	Breakbulk - non-Qube	59 hrs 36 mins		Breakbulk - non-Qube	111 hrs 39 mins	
	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	144 hrs 10 mins		Breakbulk - Qube	116 hrs 53 mins	
Breakbulk - non-Qube	107 hrs 07 mins		Breakbulk - non-Qube	147 hrs 59 mins		
KPI 3 Yard Dwell Time - Exports Average time export cargo units stayed at the designated cargo pick-up area of the terminal waiting to be loaded onto a vessel, once the cargo is ready to be loaded.		Average time	Explanation		Average time	Explanation
	Quarter 1			Quarter 1		
	Automobiles - Qube	197 hrs 12 mins		Automobiles - Qube	112 hrs 49 mins	
	Automobiles - non-Qube	166 hrs 57 mins		Automobiles - non-Qube	156 hrs 01 mins	
	Breakbulk - Qube	286 hrs 0 mins		Breakbulk - Qube	120 hrs 06 mins	
	Breakbulk - non-Qube	226 hrs 51 mins		Breakbulk - non-Qube	164 hrs 31 mins	
	Quarter 2			Quarter 2		
	Automobiles - Qube	164 hrs 12 mins		Automobiles - Qube	213 hrs 32 mins	
	Automobiles - non-Qube	116 hrs 54 mins		Automobiles - non-Qube	148 hrs 09 mins	
	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 Number of incidents where there was a delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where AAT was responsible for such deviation.		Number of Incidents	Explanation		Number of Incidents	Explanation
	Quarter 1			Quarter 1		
	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
	Quarter 2			Quarter 2		
	Qube	Zero		Qube	Zero	
Non-Qube	Zero		Non-Qube	Zero		
KPI 5 Mooring Services Number of incidents where there was a delay in the mooring of vessels due to a deviation between planned berth allocation and actual allocation, where AAT was responsible for such deviation.		Number of Incidents	Explanation		Number of Incidents	Explanation
	Quarter 1			Quarter 1		
	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
	Quarter 2			Quarter 2		
	Qube	Zero		Qube	Zero	
Non-Qube	Zero		Non-Qube	Zero		
KPI 6 Allocation of first point of rest area 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 rest This data can be set out in an Attachment to this Compliance Report			Explanation			Explanation
			Refer Attachment A			Refer Attachment A
KPI 7 Equipment Availability Number of deviations between AAT equipment requested by stevedore or by		Number of Incidents	Explanation		Number of Incidents	Explanation
	Quarter 1			Quarter 1		
	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
	Quarter 2			Quarter 2		

shipping line and actual machinery provided (including standard of equipment, age, type and capacity)	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
<p>KPI 8 Mechanical Support</p> <p>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.</p>		Average time lost	Explanation		Average time lost	Explanation
	Quarter 1			Quarter 1		
	Qube	Zero				
						26th July '20 – "Szechuen" (Swire / Qube) – Deer Park lost all functions due to intermittent fault with phase failure relay. The crane was stuck over the vessel with a container suspended on the spreader. Vessel delayed approximately 24 hours as a result of the breakdown. 15th August '20 – "Shansi" (Swire / Qube) - Deer Park experienced an electrical fault with the main circuit breaker. The on-call electrician was able to resolve the issue over the phone without having to attend site. The crane was out of service for approximately 1 hour. 17th September '20 - "Sofrana Surville" (ANL / Qube) The Deer Park cross travel fan motor overloaded and tripped the main circuit breaker. The crane was out of service for approximately 1 hour. The Liebherr was utilised during the outage.
	Non-Qube	Zero		Qube	7 hrs	
						16 th July '20 - "Filia Ariea" (Oktedi / LINX) – Deer Park lost main hoist function due to a loose profinet connector on trolley cabinet PLC. The crane was down for approximately 2 hours.
				Non-Qube	2 hrs	
	Quarter 2			Quarter 2		
	Qube	Zero		Qube	12 hrs	5 vessels were required to work with ships gear due to Deer Park crane out of service
	Non-Qube	Zero		Non-Qube	4 hrs	4 vessels were required to work with Gottwald crane due to Deer Park crane out of service
<p>KPI 9 Cargo dwell time over free time/long terms storage</p> <p>Time cargo units stay over free time, excluding Customs, DAFF and customer hold.</p>		Units/percentage	Explanation		Units/percentage	Explanation
	Services to Qube			Services to Qube		
	Quarter 1			Quarter 1		
	Total Cargo Units	44,942		Total Cargo Units	72,205	
	Units staying over free time	13,055		Units staying over free time	8,169	
	Units over free time due Customs/Daff or customer	283		Units over free time due Customs/Daff or customer	72	
	Units staying over free time excluding Customs etc. as percentage of total units	28%		Units staying over free time excluding Customs etc. as percentage of total units	11%	
	Services to Non-Qube			Services to Non-Qube		
	Total Cargo Units	10,830		Total Cargo Units	29,682	
	Units staying over free time	1,775		Units staying over free time	6,197	
	Units over free time due Customs/Daff or customer	30		Units over free time due Customs/Daff or customer	31	
	Units staying over free time excluding Customs etc. as percentage of total units	16%		Units staying over free time excluding Customs etc. as percentage of total units	21%	
	Services to Qube			Services to Qube		
	Quarter 2			Quarter 2		
	Total Cargo Units	47,153		Total Cargo Units	77,005	
	Units staying over free time	12,740		Units staying over free time	6,894	
	Units over free time due Customs/Daff or customer	312		Units over free time due Customs/Daff or customer	101	
	Units staying over free time excluding Customs etc. as percentage of total units	26%		Units staying over free time excluding Customs etc. as percentage of total units	9%	
	Services to Non-Qube			Services to Non-Qube		
	Total Cargo Units	21,640		Total Cargo Units	35,173	
Units staying over free time	6,600		Units staying over free time	6,140		
Units over free time due Customs/Daff or customer	134		Units over free time due Customs/Daff or customer	13		
Units staying over free time excluding Customs etc. as percentage of total units	30%		Units staying over free time excluding Customs etc. as percentage of total units	17%		
<p>KPI 10 Confidentiality and ring-fencing</p> <p>Number of complaints received by AAT concerning non-compliance with Clause 6 of the Undertaking</p> <p>Number of instance of breaches of Clause 6</p>		Number of Complaints	Explanation		Measurement	Explanation
	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 non-Qube	Zero		Services to non-Qube	Zero	
	Breaches of Clause 6 Clause 6			Breaches of Clause 6 Clause 6		
	Services to Qube	Zero		Services to Qube	Zero	
	Services to non-Qube	Zero		Services to non-Qube	Zero	
	Quarter 2			Quarter 2		

AAT's response to the complaints and/or breaches	Complaints for Non-Compliance with Clause 6			Complaints for Non-Compliance with Clause 6		
	Services to Qube	Zero		Services to Qube	Zero	
	Services to non-Qube	Zero		Services to non-Qube	Zero	
	Breaches of Clause 6 Clause 6			Breaches of Clause 6 Clause 6		
	Services to Qube	Zero		Services to Qube	Zero	
	Services to non-Qube	Zero		Services to non-Qube	Zero	
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 non-Qube	Zero		Services to non-Qube	Zero	
	Details of complaint and outcome	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	Notice relates to lodgement by appointed Autocare Administrator of Autocare. Due to various issues including, failing to pay outstanding debts and change in operating practices AAT ceased providing Autocare favourable storage terms. These terms were previously provided to all PDI's including Prixcar, Ceva, Autonexus and Autocare. All parties have historically worked with AAT to ensure efficient delivery of vehicles off AAT's terminal. Autocare ceased cooperating with these arrangements and failed to delivery cars in a timely manner resulting in direct costs and distrupction to AAT. Subesequently, the favourable storage terms are no longer offered.	Services to Qube	Zero	Notice relates to lodgement by appointed Autocare Administrator of Autocare. Due to various issues including, failing to pay outstanding debts and change in operating practices AAT ceased providing Autocare favourable storage terms. These terms were previously provided to all PDI's including Prixcar, Ceva, Autonexus and Autocare. All parties have historically worked with AAT to ensure efficient delivery of vehicles off AAT's terminal. Autocare ceased cooperating with these arrangements and failed to delivery cars in a timely manner resulting in direct costs and distrupction to AAT. Subesequently, the favourable storage terms are no longer offered.
	Services to non-Qube	1		Services to non-Qube	1	
Details of complaint and outcome	1	requirement for security for payment and business plan to outline how vehicles will be removed offsite	Details of complaint and 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