

AUSTRALIAN AMALGAMATED TERMINALS PTY LTD (AAT)

BI-ANNUAL COMPLIANCE REPORT
DATE OF REPORT: 22nd Feb 2021

REPORT PERIOD: 1st July 2020 TO 31st December 2020

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	51 mins		Automobiles - Qube	39 mins	
	Automobiles - non-Qube	56 mins		Automobiles - non-Qube	41 mins	
	Breakbulk - Qube	1 hr 15 mins		Breakbulk - Qube	57 mins	
	Breakbulk - non-Qube	1 hr 22 mins		Breakbulk - non-Qube	1 hr 2 mins	
	Quarter 2			Quarter 2		
	Automobiles - Qube	54 mins		Automobiles - Qube	39 mins	
	Automobiles - non-Qube	56 mins		Automobiles - non-Qube	48 mins	
	Breakbulk - Qube	1 hr 13 mins		Breakbulk - Qube	1 hr 02 mins	
	Breakbulk - non-Qube	1 hr 21 mins		Breakbulk - non-Qube	1 hr 13 mins	
KPI 2 Yard Dwell Time - Imports 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	Quarter 1			Quarter 1		
	Automobiles - Qube	84 hrs 24 mins		Automobiles - Qube	79 hrs 44mins	
	Automobiles - non-Qube	129 hrs 10 mins	LINX average on VEH is relative to car makes and delays in processing at PDI's due to increasing volumes and delays to PDI's components due to MUA disputation at the Port of Botany.	Automobiles - non-Qube	96 hrs 18 mins	
	Breakbulk - Qube	169 hrs 24 mins	QUBE average on B/B is impacted by AAT storage agreements on Snowy Hydro 2 tunnel boring machines and also containers relating to this project. AAT has the storage and crane lift agreement with the forwarder Fracht for load and delivery. As they are all over dimensional components the Dwell time is extremely high.	Breakbulk - Qube	65 hrs 52 mins	
	Breakbulk - non-Qube	59 hrs 53 mins		Breakbulk - non-Qube	49 hrs 05 mins	
	Quarter 2			Quarter 2		
	Automobiles - Qube	162 hrs 22 mins		Automobiles - Qube	82 hrs 42 mins	
	Automobiles - non-Qube	56 hrs 32 mins		Automobiles - non-Qube	66 hrs 18 mins	
	Breakbulk - Qube	184 hrs 56 mins		Breakbulk - Qube	96 hrs 31 mins	
	Breakbulk - non-Qube	107 hrs 47 mins		Breakbulk - non-Qube	58 hrs 03 mins	
KPI 3 Yard Dwell Time - Exports 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	Quarter 1			Quarter 1		
	Automobiles - Qube	182 hrs 16 mins	Qube export dwell time for vehicles higher due to new and used cars stevedored by Aube and being transhipped within Australia and therefore remaining onsite longer.	Automobiles - Qube	174 hrs 10 mins	Qube export dwell time higher due to transhipment Vehicles remaining onsite. Qube handled 470 compared to 72 handled by Linx, hence the longer dwell time
	Automobiles - non-Qube	116 hrs 09 mins		Automobiles - non-Qube	120 hrs 19 mins	
	Breakbulk - Qube	243 hrs 19 mins	AAT has early receipt arrangements with Bluescope which extended dwell time stats. Average is also impacted by preparation of Maf's for Break Bulk steel	Breakbulk - Qube	157 hrs 50 mins	Qube export dwell time higher due to transhipment cargo remaining onsite. Qube handled 562.8 RT compared to 0 handled by Linx, hence the longer dwell time
	Breakbulk - non-Qube	211 hrs 23 mins		Breakbulk - non-Qube	118 hrs 11 mins	
	Quarter 2			Quarter 2		
	Automobiles - Qube	180 hrs 24 mins		Automobiles - Qube	152 hrs 17 mins	
	Automobiles - non-Qube	120 hrs 09 mins		Automobiles - non-Qube	140 hrs 42 mins	
	Breakbulk - Qube	229 hrs 14 mins		Breakbulk - Qube	144 hrs 37 mins	
	Breakbulk - non-Qube	150 hrs 18 mins		Breakbulk - non-Qube	144 hrs 44 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.	Quarter 1	Number of Incidents	Explanation	Quarter 1	Number of Incidents	Explanation
	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.	Quarter 1	Number of Incidents	Explanation	Quarter 1	Number of Incidents	Explanation
	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	
	Quarter 2			Quarter 2		
	Qube	Zero		Qube	Zero	
	Non-Qube	Zero		Non-Qube	Zero	

	Units over free time due Customs/Daff or customer	10		Units over free time due Customs/Daff or customer	0		
	Units staying over free time excluding Customs etc. as percentage of total units	22%		Units staying over free time excluding Customs etc. as percentage of total units	27%		
	Quarter 2			Quarter 2			
	Total Cargo Units	8,978		Total Cargo Units	27,785		
	Units staying over free time	1,125		Units staying over free time	8,410		
	Units over free time due Customs/Daff or customer	15		Units over free time due Customs/Daff or customer	16		
	Units staying over free time excluding Customs etc. as percentage of total units	12%		Units staying over free time excluding Customs etc. as percentage of total units	30%		
KPI 10 Confidentiality and ring-fencing		Number of Complaints	Explanation		Measurement	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 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		
	Number of instance of breaches of Clause 6	Quarter 2			Quarter 2		
		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	Explanation		Number of Complaints	Explanation	
	Number of complaints raised under the Price Dispute Resolution Process and the Non-Price Resolution Process under the Undertaking	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	Attach as Annex	
		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 non-Qube	Zero		Services to non-Qube	Zero	
		Details of complaint and outcome	Zero		Details of complaint and outcome	Zero	

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