

AUSTRALIAN AMALGAMATED TERMINALS PTY LTD (AAT)

SEMI-ANNUAL COMPLIANCE REPORT
DATE OF REPORT: 20th August 2020

REPORT PERIOD: 1st JANUARY 2020 TO 30th JUNE 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 | 48 mins | | Automobiles - Qube | 41 mins | |
| | Automobiles - non-Qube | 52 mins | | Automobiles - non-Qube | 40 mins | |
| | Breakbulk - Qube | 1 hr 19 mins | | Breakbulk - Qube | 1 hr 08 mins | |
| | Breakbulk - non-Qube | 1 hr 24 mins | | Breakbulk - non-Qube | 1 hr 13 mins | |
| | Quarter 2 | | | Quarter 2 | | |
| | Automobiles - Qube | 54 mins | | Automobiles - Qube | 42 mins | |
| | Automobiles - non-Qube | 50 mins | | Automobiles - non-Qube | 43 mins | |
| | Breakbulk - Qube | 1 hr 20 mins | | Breakbulk - Qube | 1 hr 04 mins | |
| | Breakbulk - non-Qube | 1 hr 23 mins | | Breakbulk - non-Qube | 1 hr 10 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 | | Average time | Explanation | | Average time | Explanation |
| | Quarter 1 | | | Quarter 1 | | |
| | Automobiles - Qube | 65 hrs 57 mins | | Automobiles - Qube | 90 hrs | |
| | Automobiles - non-Qube | 78 hrs 48 mins | | Automobiles - non-Qube | 78 hrs 12 mins | |
| | Breakbulk - Qube | 87 hrs 03 mins | | Breakbulk - Qube | 92 hrs 33 mins | |
| | Breakbulk - non-Qube | 75 hrs 16 mins | | Breakbulk - non-Qube | 63 hrs 15 mins | |
| | Quarter 2 | | | Quarter 2 | | |
| | Automobiles - Qube | 89 hrs 27 mins | | Automobiles - Qube | 63 hrs 34 mins | |
| | Automobiles - non-Qube | 48 hrs 32 mins | | Automobiles - non-Qube | 66 hrs 49 mins | |
| | Breakbulk - Qube | 56 hrs 24 mins | | Breakbulk - Qube | 77 hrs 45 mins | |
| | Breakbulk - non-Qube | 45 hrs 41 mins | | Breakbulk - non-Qube | 49 hrs 29 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 | 156 hrs 31 mins | | Automobiles - Qube | 146 hrs 49 mins | |
| | Automobiles - non-Qube | 226 hrs 59 mins | | Automobiles - non-Qube | 145 hrs 53 mins | |
| | Breakbulk - Qube | 283 hrs 50 mins | AAT have commercial arrangements with various parties to receive cargo early to enable the export volume to be received before the vessel arrival. This has contributed to the higher BBLK export Dwell time. Qube handle a majority of Breakbulk cargo. | Breakbulk - Qube | 167 hrs 16 mins | |
| | Breakbulk - non-Qube | 176 hrs 55 mins | | Breakbulk - non-Qube | 149 hrs 13 mins | |
| | Quarter 2 | | | Quarter 2 | | |
| | Automobiles - Qube | 169 hrs 24 mins | The higher vehicle export dwell time is attributed to vehicles allocated to transshipment vessels which were significantly impacted by COVID resulting in delayed vessel arrival and departure. | Automobiles - Qube | 160 hrs 46 mins | Extended dwell time for 366 vehicles transhipped from to a vessel on 17/4 to vessel on 4/5 |
| | Automobiles - non-Qube | 106 hrs 25 mins | | Automobiles - non-Qube | 94 hrs 04 mins | |
| | Breakbulk - Qube | 251 hrs 18 mins | AAT have commercial arrangements with various parties to receive cargo early to enable the export volume to be received before the vessel arrival. This has contributed to the higher BBLK export Dwell time. Qube handle a majority of Breakbulk cargo. | Breakbulk - Qube | 159 hrs 40 mins | |
| | Breakbulk - non-Qube | 195 hrs 52 mins | | Breakbulk - non-Qube | 118 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 | | | Explanation | | | Explanation |
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| breaches | 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 | 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 | |
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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