BBI (DBCT) MANAGEMENT PTY LTD

7 April 2008

Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
BRISBANE QLD 4001

Dear Mr Hall,

Re: DBCT Access Undertaking – Operational Key Performance Indicators

We refer your attention to the DBCT Access Undertaking ("DBCT AU") approved by the Queensland Competition Authority ("QCA") on 13 June 2006. Pursuant to clause 10.3 of the DBCT AU, BBI (DBCT) Management Pty Ltd ("DBCT Management") is required to publicly report terminal service quality Key Performance Indicators ("KPI").

Further to requests from the QCA, we attach for your guidance, the proposed DBCT key performance indicators for April to June 2007 (Attachment 1) as agreed by the DBCT Users. A brief summary of these KPI's is also attached (Attachment 2).

On receiving your Board's approval of the KPI's, we shall commence reporting the KPI's on a quarterly basis, commencing July 2007.

Yours sincerely
BBI (DBCT) MANAGEMENT PTY LIMITED

Greg Smith
GENERAL MANAGER OPERATIONS

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Attachment 1

DALRYMPLE BAY COAL TERMINAL PTY LTD

BBI (DBCT) MANAGEMENT PTY LTD

Dalrymple Bay Coal Terminal Performance Indicators

1 April 2007 to 30 June 2007

		April	May	June	Financial Year 06-07
System Delivery					
Number of trains to arrive at the terminal	Scheduled	470	454	453	*5,719*
	Actual	459	446	397	*5,331*
Number of tonnes to be delivered to the terminal	Scheduled	4,512,000	4,358,400	4,348,800	*54,902,400*
	Actual	4,309,075	4,176,046	3,675,379	*49,955,526*
Inloading Performance					
Average terminal unload time		2:28	2:30	2:38	*2:34*
Average train unload time		2:10	2:11	2:16	*2:15*
Stockyard Performance					
Average stock-build time per parcel (days)		2.6	2.6	2.5	*2.8*
Average stock-residence time per parcel (days)		0.7	0.9	0.9	*0.8*
Average tonnes per linear metre		189	207	191	*190*

Note: the average tonnes per linear metre has only been calculated from 6 July 2006 onwards

Outloading 1 Performance (L5)					
Average utilisation of conveyors		80.6%	90.7%	88.1%	*84.3%*
Average outloading rate		3,657	3,322	3,470	*3,511*
Outloading 2 Performance (L6)					
Average utilisation of conveyors		79.2%	88.7%	75.2%	*83.7%*
Average outloading rate		3,666	3,371	3,678	*3,532*
Outloading Performance (combined)					
Average outloading rate					
	Handy	2,703	2,762	3,006	*2,830*
	Panamax	3,500	3,199	3,506	*3,459*
	Japmax	3,705	3,552	3,710	*3,629*
	Cape	4,067	3,713	3,707	*3,864*
Environmental performance					
Number of times the "management objective" in dust deposition was exceeded		n/a	n/a	n/a	*3*
Number of times the "acoustic quality objective" was exceeded		n/a	n/a	n/a	*2*

DALRYMPLE BAY COAL TERMINAL PTY LTD

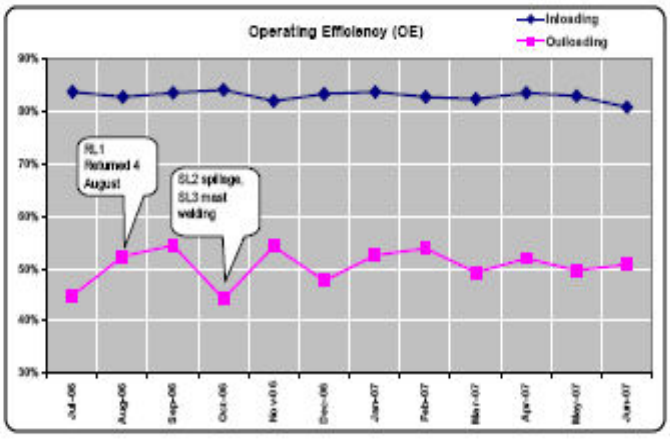
BBI (DBCT) MANAGEMENT PTY LTD

Dalrymple Bay Coal Terminal Performance Indicators

1 April 2007 to 30 June 2007

	April	May	June	Financial Year 06-07
Vessel Performance				
Number of vessels				
Handy	10	17	9	*130*
Panamax	16	15	10	*203*
Japmax	7	8	8	*75*
Cape	14	13	14	*172*
Average number of parcels per vessel				
Handy	1.1	1.1	1.0	*1.1*
Panamax	1.6	1.7	1.6	*1.6*
Japmax	1.4	1.5	1.9	*1.3*
Cape	3.1	3.2	3.4	*3.1*
Total tonnes				
Handy	12%	20%	12%	*6,374,993*
Panamax	26%	23%	17%	*13,373,412*
Japmax	14%	14%	18%	*6,034,001*
Cape	48%	43%	53%	*23,902,022*
Total	4,119,036	4,339,555	3,737,023	*49,684,428*
Vessel queuing				
Average daily total vessels in queue	39.5	48.5	50.8	*25.8*
Average daily number of dead ships	3.0	0.7	0.0	*3.4*
Average waiting time to berth at anchor	25.0	27.5	32.3	*15.8*

Operating efficiency



Category	Development	KPI	Explanation	Source of Impact
System Delivery	Terminal performance is impacted by the amount of tonnage delivered to the rail receival pits (i.e. resulting in throughput less than terminal capacity). This occurs through a variety of causes e.g. mine production issues, mine loadout issues, train operations, weather or ship presentation. As the terminal cannot control these influences, it is necessary to establish a performance baseline which accounts for upstream capacity losses (i.e. set KPI's that measure the efficiency of up-stream performance which is outside the terminal's control).	Number of trains to arrive at the terminal	This KPI was agreed with the DBCT Users and developed by the terminal Operator to evaluate the impact of issues which cannot be controlled by the terminal. The KPI measures the number of trains actually arriving at the terminal against the number of trains planned to arrive. Train planning takes into account maintenance and system downtime by allocating train paths against rail track availability. Where actual train arrival is different to planning, the losses or gains indicate issues upstream of the terminal.	Can be impacted by any supply chain delay before the train reaches DBCT i.e. mine production issue, mine loadout issue, rail operation issue, track or mine maintenance, weather, etc. Usually beyond the terminal Operator's influence unless the delay has been caused by the terminal operation. Delays can be consequential in nature causing compounding losses beyond the original root cause.
		Number of tonnes delivered to the terminal	This KPI was agreed with the DBCT Users and developed by the terminal Operator to evaluate the impact of issues which cannot be controlled by the terminal. The KPI measures the difference between the planned tonnage to be delivered to DBCT and the actual quantity that is discharged into the rail receival pits. Tonnage planning assumes that all wagons will be loaded by the mine and that all wagons will be unloaded at the terminal. Any losses/gains indicate that wagons were not loaded or that coal failed to flow from the wagon after the wagon doors had been released (sticky coal).	Can be impacted by short loading at mine site due to mine performance issues, rail operation issues (e.g. crew out of time), rail locomotive issues (e.g. traction motor failure), rail contractual issues (e.g. out of time), coal flow characteristics (e.g. failure of coal to fall from wagon(s) resulting in loaded wagon(s) returning to the system still holding coal. As the terminal Operator cannot control the loading of rail wagons, the KPI is beyond the terminal Operator's influence.

Category	Development	KPI	Explanation	Source of Impact
Terminal Performance	Once the actual tonnage delivered to the terminal has been clarified, terminal performance monitoring is used to measure terminal operation. The terminal operation involves three major processes. The first receives unloaded coal from trains at the rail receival stations and conveys the consignment to the stockyard (inloading). The second process involves the stockpiling of coal into cargo assembly areas predicated by parcelling and blending requirements (stockyard performance). The third process involves reclaiming the product (mixing or blending as required) and conveying the coal to the shiploaders to be loaded (outloading). Each process involves different equipment which will cause a maximum capacity peaks. Those peaks can move between the terminal processes depending on the requirements of the terminal U ser (blending, separate stockpile storage). Accordingly, each process needs to be monitored to determine its performance.			
Inloading Performance	Trains arriving from the mines arrive at one of DBCT's rail inloading stations. On arrival at the terminal, a train requests permission to unload from the terminal inloading operator prior to entering the rail receival station. Once the operator has set up the terminal to receive the coal, the train moves through the rail receival pit discharging coal from each wagon into the receival hoppers after the wagon's bottom dump doors have been activated. Should the train have arrived	Average terminal unload time	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. The first terminal impact can be through delays caused to the unloading of trains (which highlights the importance of knowing how may trains were supplied to the terminal i.e. the system delivery).	This KPI can be impacted by any supply chain delay before the train reaches DBCT i.e. mine production issue, mine loadout issue, rail operation issue, rail equipment reliability, track or mine maintenance delays, weather, etc. User service demands can also cause delays to this KPI (e.g. yard machine conflict), as can

Category	Development	KPI	Explanation	Source of Impact
	as planned, pre-unloading time will be minimised as the terminal will have all equipment in place, ready to receive the coal. However, should the train arrive out of sequence, the terminal will have to reset the position of the yard equipment to cater for the coal. The characteristics of the coal can also impact the flow rate i.e. "sticky coal" as can malfunction of the wagon's bottom dump doors.			coal flow characteristics i.e. sticky coal. Finally, terminal caused delays can impact this KPI causing trains to stay longer at the terminal than planned. The source of the terminal caused delay is usually limited to unplanned breakdowns or delays in setting yard equipment to handle the train (e.g. if the train arrives out of sequence). Delays can be consequential in nature causing compounding losses beyond the original root cause.
		Average unload time	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. This KPI further defines the source of any performance delay by comparing the time it takes to unload the train to the total time the train is at the terminal. At present, only the train discharge time is reported, although we will suggest to the stakeholders that we add the average gross unload rate to show a benchmark as a comparison. While these KPI's indicate inloading performance, they do not isolate the root cause of the delay. This investigation is an involved process and subject to a specific process managed by the terminal Operator. Weekly results are sent to all terminal Users for specific action and monitored by BBI Management.	Train reliability issues as well as coal characteristics can impact the time required to unload a train (e.g. jackhammering wagons to release coal). Contamination in the coal (clay, rocks, foreign items) can also result in delays. Terminal caused delays can impact this KPI causing trains to take longer to unload than planned. The source of the terminal caused delay is usually limited to unplanned breakdowns. Delays can be consequential in nature, causing compounding.

Category	Development	KPI	Explanation	Source of Impact
Stockyard Performance	The terminal stockyard is a critical link to capacity as it provides a buffer between ship loading and rail receival delays. The effectiveness of this buffer capacity to accommodate delays is limited by the available volume in the Stockyard. Stockyard volume is a product of the time it takes to process coal through the terminal. High velocity coal (i.e. single parcel coal that can be railed in large volumes to meet shipping) is essential to maintaining capacity as there are no losses associated with extended cargo assembly or lengthy residence times i.e. the faster the cargo can be assembled and loaded on a ship, the more time there is for the next cargo to be assembled and loaded and so on. Slow moving coals take up physical space in the stockyard reducing the volume and causing conflict between the stacking and reclaiming functions.	Average stock-build time per parcel (days)	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. As terminal capacity increases, more stockyard volume is utilised to assemble coal parcels. This practice is known as cargo assembly, with each consignment only railed to the terminal once the loading ship has nominated an arrival time (i.e. cargo is assembled against the arrival of the ship). This is opposed to the historic method of terminal operation where terminal Users were allocated a dedicated stockpile which was “topped up” with regular train services. Dedicated stockpiles became unmanageable when the number of terminal Users increased. In fact, as the capacity of the terminal increases, the time coal moves through the terminal (indeed the whole system) will become critical. The KPI is used to measure the average time it takes to build a stockpile seeking to establish trends (i.e. increasing time will limit capacity whereas decreased time will enhance capacity).	The issues related to this KPI result from User service demands usually associated with multiple stockpile blending or mine production. These delays are normally beyond the terminal Operator’s influence.
		Average stock-residence time per parcel (days)	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator This KPI follows the same logic trail as above in that the second critical measurement of stockyard utilisation is residence time. Cargoes that take excessive	As above.

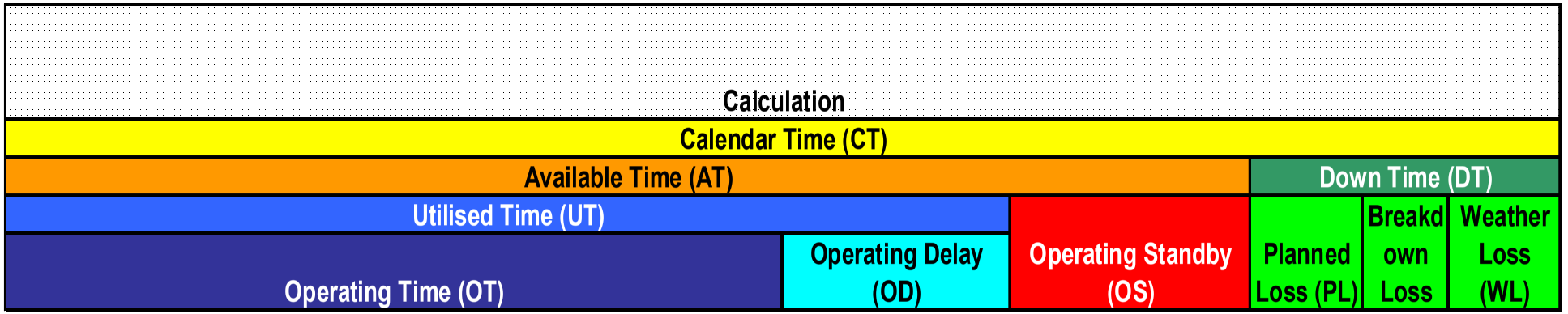
Category	Development	KPI	Explanation	Source of Impact
			time to clear will quarantine stockyard areas and so, reduce the effective capacity of the stockyard (by reducing the working volume). This, in turn, will cause conflict between the stacking and reclaiming operations and could limit the ability of the terminal to blend multiple cargoes.	
		Average tonnes per linear meter	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. The KPI gives a measure of the effective use of each meter of stockyard space. An increasing trend will show a greater utilisation of the available space, subject to cyclonic seasons (as the height of the stockpile is reduced in the cyclone season to avoid collapse).	The terminal's impact on this KPI is limited to the development of "Loose and Live" stockpile requirements that keep stockpile footprints within the limitations of the yard machine's reclaiming outreach and slew cycle. Stockpile heights are also reduced from 4 to 3 benches during the cyclonic season to reduce the risk of slumping during heavy rain periods.
Outloading Performance (individual)	Outloading is the 3rd critical terminal process. Efficiency can be impacted by delays associated with shipping (deballasting, product changes) and stockyard operation (blending, yard machine conflict due to stockyard congestion and surge bin management). It is important to track outloading performance to ensure that efficiencies are maximised. Because each outloading system feeds different shiploaders (outloading 1 feeds shiploader 1 and 3 and outloading 2 feeds shiploader 2 and 3), it is essential to measure outloading performance as the berths will always appear underutilised. Accordingly, each outloading system needs separate KPI	Average utilisation of conveyors	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator although there was much discussion about how the measurement would reflect the true performance of the outloading system. The conveyor utilisation rates shown in the report are inclusive of all delays including shipping and User caused delays. This means that the recorded availability is far higher than the actual time coal is on the belt. To overcome this issue, we have included an Operating Efficiency graph that shows the operating	Delays impacting this KPI are caused by either terminal Users (i.e. through service demands, multiple blending and mixing), inloading constraints (i.e. unavailability of coal, out of sequence rail delivery), terminal disruption (maintenance and breakdowns), shipping performance (i.e. deballasting, multiple cargo shipments) or weather delays.

Category	Development	KPI	Explanation	Source of Impact
	reporting.		efficiency of the inloading and outloading systems (see the Operating Efficiency KPI). The Operating Efficiency graph shows the degree of work the two systems are doing in relation to their total availability.	
		Average outloading rate	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. Similar to the above, the gross outloading rate incorporates all delays including waiting for cargo. As such, the gross load rate can be impacted by inloading performance as well as shipping performance. Again, the Operating Efficiency graph needs to be referenced in order to see how hard the outloading system is working comparative to inloading.	As above
Outloading Performance (combined)		Average outloading rate per ship class	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. The size of vessel calling at DBCT impacts the rate at which coal can be loaded. This is due to a variety of reasons including: deballasting performance (smaller ships are often incapable of deballasting at the same rate as loading, causing the terminal to have to stop loading in order to avoid overstressing the vessel); geared vessels (as the shiploader takes longer to change hatches);	As above, although mostly attributable to the shipping mix. Smaller ships will take longer to load and decrease the gross outloading rate because of the delays associated with deballasting rates and moving the shiploaders over ships' cranes. Loading rates are also impacted by the degree of blending which may require reclaiming from multiple stockpiles. Terminal delays are usually restricted to breakdowns or maintenance impacts.

Category	Development	KPI	Explanation	Source of Impact
			load sequencing (smaller vessels require smaller pours as a function of the loading sequence). This KPI measures the performance of each ship class in the context of loading rates.	
Environmental Performance	The development and operation of the terminal is subject to certain planning conditions which govern the impact of the terminal on the ecology of the surrounding area. These conditions are negotiated with the Integrated Planning Act (IPA) Assessment Manager. As coal dust and noise emissions can create a "nuisance" to local communities, exceedance can invoke restrictions to operations until compliance can be achieved.	Number of times the dust deposition "management objective" "acoustic quality objective" was exceeded	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. This KPI is already reported against the Development Approval (DA) conditions, to the EPA and community with data collected and analysed by a neutral 3rd party (HLA Envirosciences). The "Management Objective" is measured against background levels (determined in a neutral location) to ascertain the true impact of the terminal operation. Sensing equipment surrounds the terminal and is also positioned in each of the 3 neighbouring communities. The KPI was included as the DA represents a statutory compliance requirement.	Dust is produced from the coal and by handling the coal. The dustiness of coal is directly related to the moisture content of the coal (known as the Dust Extinguish Moisture – DEM content). As such, the terminal Operator adds moisture to reduce the nuisance impact of coal dust on surrounding communities when the DEM of arriving coal is less than the maximum. While the terminal Operator has regulator limitations on the amount of dust produced from the operation, the actual source of the dust is beyond the Operator's influence.
Vessel Performance	The capacity of the terminal can be impacted by the type and variety of shipping that calls at DBCT. However, because of the commercial advantage to terminal Users, there are no restrictions on the type of vessel that can load at DBCT, apart from a maximum size. Further, as DBCT uses 2 reclaimers to feed one outloading system, the terminal can blend from multiple stockpiles to create various coal mixes that are then loaded into the hold of the ship. This	Number of vessels/class Average number of parcels/vessel Total tonnes	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. The purpose of the KPI is to measure the variety of ships using the terminal and the number of parcels loaded into those ships. When viewed with the gross outloading rate KPI (Outloading Performance), the true impact of the commercial trade-off can be appreciated. Further, outloading	This KPI results from User caused issues associated with the sale of coal. Coal processed through DBCT is sold almost exclusively on "Free On Board" (FOB) terms. This means that the terminal Operator has no influence on the arrival of the ships, the size of the ships or the number of parcels that each ship loads.

Category	Development	KPI	Explanation	Source of Impact
	again provides a commercial advantage to the terminal User and their buyers as they can use the ship to facilitate "just in time delivery". Lastly, the number of different consignments of coal loaded on a ship can create terminal delays which erode terminal capacity. The terminal Users acknowledge that these service demands do affect the efficiency of the terminal operation but trade this against the commercial advantage of providing a variety of coal combinations to their buyers.		tonnes can be compared to inloading tonnes on a monthly basis.	
Vessel Queuing	As a result of the ship queue which developed in February 2005, the DBCT terminal Users requested the terminal Operator to develop a queue management strategy that would mitigate demurrage losses. In response to this, the Queue Management System (QMS) was introduced in July 2005 (with ACCC approval) to restrict the size of the shipping queue waiting to load at DBCT.	Average daily total vessels in queue Average daily number of dead ships Average waiting time to berth at anchor	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. These KPI's measure the number of vessels queuing at DBCT and the impact of demurrage. As this figure can be influenced by the availability of coal and as some of the mines that supply DBCT are underground operations suffering production complications, it is necessary to identify vessels that are waiting for coal as opposed to waiting for a turn to load coal. The second KPI isolates these vessels to give the true demand impact. The number of days to berth shows the delay impact. Due to the fact that BBI Management is not a party to the commercial coal contract, we are not privy to the demurrage terms that attach to each vessel/shipment. While we are unable to report the demurrage impact in dollar terms, the KPI does	As a result of a spike in shipping arrivals at DBCT in February, March and April 2005 and the collapse of a yard reclaiming machine (RL1) in February 2004, the terminal Users instructed the Operator to develop a process to ration available system capacity. The Queue Management System thus controls the queue of ships waiting to berth at DBCT to approximately 15 – 18 vessels. While the terminal Operator administers the process, it has little (if any) impact on the KPI.

Category	Development	KPI	Explanation	Source of Impact
			give an indication of the time delay that leads to demurrage.	
Operating Efficiency	As described above, the efficiency of any single terminal process is very hard to define unless it is the constraint in the system. In order to try and quantify the true efficiency of the inloading and outloading operating systems, the terminal Operator developed a measure for operating efficiency.	Operating Efficiency graph	This KPI was agreed with the DBCT Users and developed by BBI Management and the terminal Operator. The KPI was designed to show the degree of work that each system is doing in relation to its availability. A breakdown of the operation of each system (see below) shows the percentage of time that the systems were available and performing their primary function. This gives a better understanding of the terminal utilisation by measuring the true operating time.	Because the terminal is segmented into 3 broad and integrated processes that can be impacted by any number of issues that are influenced by any number of stakeholders, it is necessary to isolate and measure the efficiency of the operation. This KPI seeks to identify the terminal operating performance sourced from the availability of equipment to perform the service. Apart from weather impacts, the terminal Operator can influence this KPI.



Glossary of terms	
Calendar Time (CT)	= Total hours in time period (hours) x (plant units)
Available Time (AT)	= Total hours plants are available for work
Down Time (DT)	= Hours the plants are not available for work
Planned Loss (PL)	= Hours the plants are scheduled for maintenance downtime (SCM,OPM)
Breakdown Loss (BL)	= Hours the plants are scheduled to work but are unavailable due to breakdown
Weather Loss (WL)	= Hours the plants are unavailable due to inclement weather
Operating Standby (OS)	= Hours the plants are available for work but not being utilised
Utilised Time (UT)	= Total hours plants have operators and are available to work
Operating Time (OT)	= Hours plants are in productive operation
Operating Delays (OD)	= Hours plants are being utilised, but not producing
Operating Efficiency (OE)	= % of time the plants were available with an operator and were performing their primary function

Definitions

Cargo assembly	Building stockpiles of coal for an impending shipment
Deballasting	The time it takes a vessel to pump out ballast water. If the rate is less than the shiploading rate, the terminal will have to cease loading to wait for the deballasting operation to complete
Demurrage	A daily penalty which is paid to the purchaser of the coal (in an FOB sale) when the shipper fails to load the cargo in the negotiated time
High velocity coal	Coal that moves through the stockyard quickly
KPI	Key Performance Indicator
Management Objective	An objective to manage the terminal operation so as not to exceed the agreed tolerance
Mine production	The rate at which mines produce cargo ready to be loaded into trains
Parcel	A consignment of coal
Planned tonnage	Tonnage that has been scheduled and sequenced to arrive at the terminal
Rail Receival – Rail Receival Pits – Rail Receival Stations	The area of the terminal where trains unload coal
Reclaimer limits	The physical limitation of the reach of the reclaimer's bucket wheel
Residence time	Total time a consignment is in the stockyard
Ship presentation	The arrival of ships at the Port of Hay Point to load coal at DBCT

Sticky coal	Coal that tends to bind together decreasing the flow properties when moving
Stockyard	The area of the terminal where coal is stacked, assembled, stored and reclaimed
System downtime	Any lost time which impacts on the availability of plant and equipment
Terminal Capacity	The calculated capacity of the terminal measured in millions of tonnes per annum (Mtpa) allowing for historic service demands and flow characteristics of the coal
Terminal Operation	The physical act of receiving, assembling, storing, preparing, blending, reclaiming and loading coal from trains and into ships
Terminal Performance	The rate at which coal is physically processed through the terminal after accounting for all delays
Upstream capacity	The capacity of the supply chain behind the terminal
Working stockpile or working stockyard capacity	The amount of coal that can be stockpiled to maximise terminal operations and avoid conflict between reclaiming and stacking
Wagon	QR Rail wagons

Appendix 1

The Access Undertaking requires DBCT Management to publicly report service quality performance indicators that have been agreed with the Access Holders and the QCA. After detailed consultation with DBCT Users and the terminal Operator, the following KPI's have been agreed and are submitted to the QCA for approval:

Indicators relating to service quality (Clause 10.3 of Approved Access Undertaking)

DBCT Management is required to publicly report on the following service quality key performance indicators for the Terminal, quarterly in arrears:

(a) system delivery:

(i) number of trains scheduled to arrive at the Terminal;

(ii) actual number of trains arriving at the Terminal;

(iii) number of tonnes of coal scheduled to be delivered to the Terminal; and

(iv) number of tonnes of coal actually delivered to the Terminal,
for each month of the quarter.

(b) inloading performance:

(i) average train unloading time at the Terminal (on a Terminal job-open to job-close basis); and

(ii) average train unload time (from permission to unload the train until unloading of the last wagon is complete),
for each month of the quarter.

(c) stockyard performance:

(i) average stock-build time per parcel;

(ii) average stock-residence time per parcel;

(iii) average tonnes per linear meter of stockyard;
for each month of the quarter.

(d) out-loading performance:
in respect of each out loading conveyor:

(i) average gross load rate per vessel class – first coal to last coal; and

(ii) average utilisation of out-load conveyors,
for each month of the quarter;

(e) vessel performance:

(i) number of vessels (by class);

(ii) average number of parcels per vessel (by class);

(iii) total tonnes per vessel (by class); and

(iv) total tonnes shipped,
for each month of the quarter.

(f) vessel queuing (vessels which have arrived and are awaiting berthing to load):

(i) average daily total vessels in queue;

(ii) average daily number of vessels in queue where relevant coal is not yet available to be railed to the Terminal ("dead ships);

(iii) Average waiting time to berth at anchor; for each month of the quarter.

(g) operating efficiency (inloading and outloading).

(h) environmental performance:

(i) number of times during each month of the quarter that the "management objective" (as provided for in the Terminal's environmental licence and approvals) in dust deposition was exceeded;

(ii) number of times during each month of the quarter that the "acoustic quality objective" (as provided for in the Terminal's environmental licence and approvals) was exceeded;

and on any additional or alternative service quality key performance indicators that the Authority, DBCT Management and DBCT Users agree from time to time.