

Toolbox Talk No: 296			
Issue:	Maintaining Quality of Work Standards – CSR / ULX		
Location:	Via SMS Text Message, MRG Employee Portal	Date:	17/06/2026
Briefed by:	Via SMS and Portal	Time:	Various
Points Raised and Comments			
<u>Purpose of this Toolbox Talk</u> Rail shutdown weekends are a high-pressure environment to complete critical maintenance, upgrades, and construction activities – however quality must never be compromised. Poor-quality work can lead to rework, safety risks, service disruptions, increased costs, and reputational damage. <u>Key Quality Expectations</u> 1. Do it Right the First Time Take the time to complete tasks correctly rather than rushing. 2. Follow Inspection and Hold Points – Ask engineers / client supervisors to approve works before backfilling / concreting etc. 3. Maintain Good Communication – especially during shift handovers. Report defects, non-conformances, and issues immediately. 4. Use the Correct Materials and Equipment Verify materials meet project specifications before installation. Quality Starts with Everyone! - Every worker has a responsibility to: Take pride in their workmanship. Speak up if something doesn't look right. Stop work if quality or safety is being compromised.			
<u>Example of poor workmanship on recent shutdown</u>   Issue – Break-out not wide enough, No spacers near to the pit, insufficient material under conduits – too much compaction near fresh concrete near pit. Always – Use spacers near the pit, leave material under conduits 50mm above pit and same gap all around. Render mix can't be too wet!			

MS – Toolbox Meeting Records				MRG-CF- TCR-07
Rev: 2.0	Next Rev Date: July 2028	Issue Date:	July 2024	

Example of excellent workmanship – Pit Rendering & CSR

