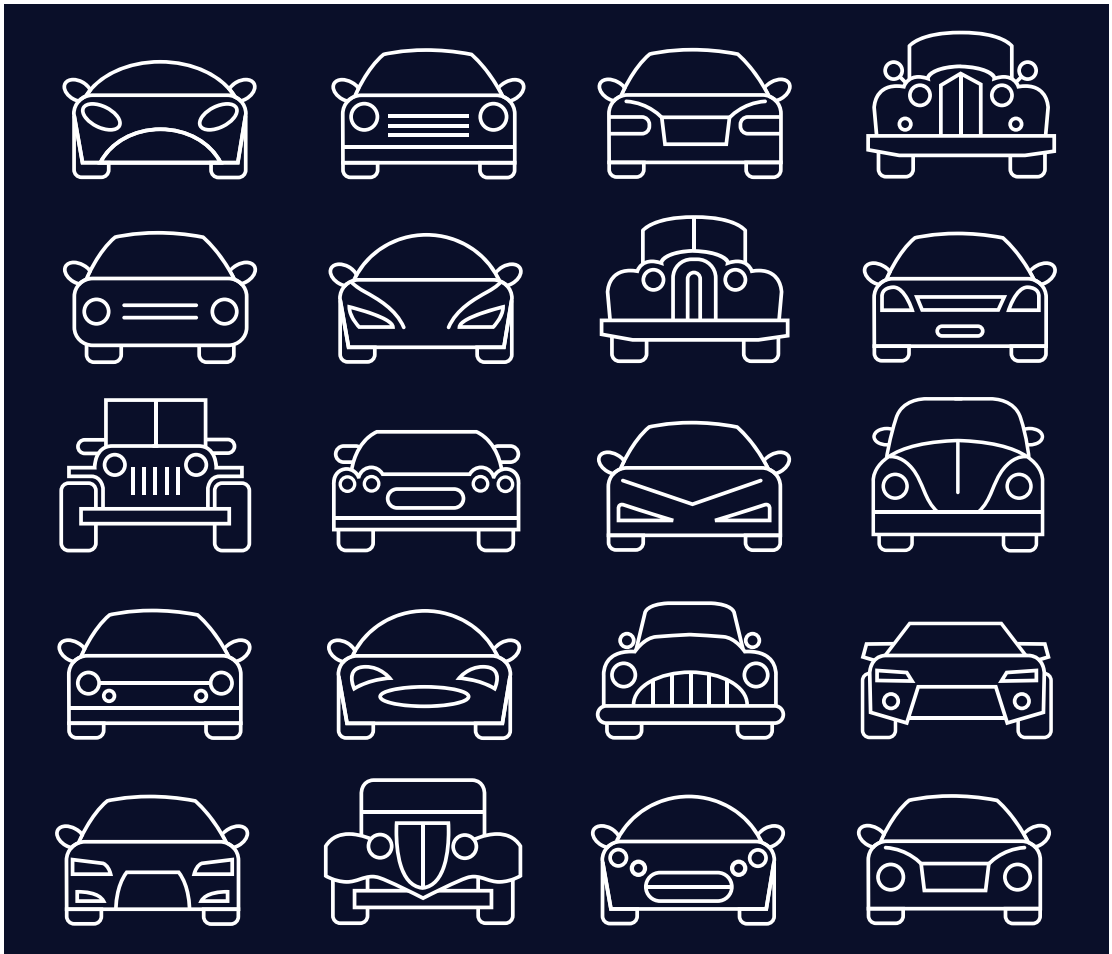


FORT EUSTIS AUTO CRAFT CENTER

SHOP PROCEDURES



(757) 878-5440 • 660 Jackson Ave. • jble-eustismwr.com/auto



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GENERAL INFORMATION

AUTO CRAFT CENTER HOURS OF OPERATION

Wednesday, Thursday, and Friday: 12–7:30pm

Saturday and Sunday: 10am–5:30pm

Monday, Tuesday, and Holidays*: CLOSED

**When a holiday falls on a Monday, we will be closed on the Saturday and Sunday prior.*

MANDATORY SHOP QUALIFICATION

Classes held Thursdays at 6pm and every 3rd Saturday at 11am

See "Requirements**" section for more information.*

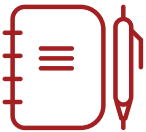
***Shop cards are to be renewed annually.*

USE OF THIS FACILITY IS A PRIVILEGE

Failure to comply with shop rules, policies and procedures may result in the loss of shop privileges permanently or for a period to be determined by management. Privileges may also be suspended or terminated for the following reasons:

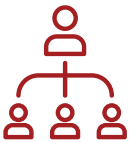
- Using MWR facilities to make repairs to items or vehicles for personal gain.
- Stealing merchandise or other assets.
- Presenting bad checks intentionally or repeatedly and failing to make restitution on dishonored checks or other indebtedness owed to activity.
- Creating a disturbance or causing disruptions for the employees or patrons.

When in doubt, always consult shop personnel. **Remember, cashiers and tool attendants are NOT mechanics.** Policies and procedures are subject to change at any time.



PURPOSE

To familiarize you with the Auto Craft Center; its scope and operating procedures to ensure your safety and to minimize the misuse of the tools, equipment, and shop supplies.



APPLICABILITY

Pertains to all Auto Craft Center patrons.



MISSION

The Fort Eustis Auto Craft Center is established to increase skills, knowledge, and efficiency of all authorized users through active participation in the constructive program of automotive repair. To provide a safe work environment for customers using hand tools, specialty tools, and equipment in the automotive repair field.

RESPONSIBILITIES



MANAGERS

are to ensure all shop employees provide the best possible customer service to all patrons.



EMPLOYEES

are to assist customers as necessary and ensure patrons are working in a safe manner. The front desk clerk will sign in and sign out all patrons.



PATRONS

are expected to know and comply with all Auto Craft Center procedures and safety regulations.

PATRONS ARE RESPONSIBLE FOR

Any damages to tools and equipment caused because of misuse or usage of improper tools.

Knowing what tools are needed prior to signing out tools as **Fort Eustis Auto Craft Center is NOT responsible for any damages caused as a result of utilizing incorrect tools or equipment.**

Not blocking bay doors.

Cleaning bay and bay area to include work bench if used.
(Refer to “Bay Cleaning” in Cleanup)

Cleaning tools before returning them.

Taking account of all tools and equipment checked out from facility.

Paying for loss of tools, broken tools, or damage to equipment as a result of misuse, i.e. using cheater bars or screwdrivers as pry bars, regular sockets as impact sockets, lowering vehicles on oil drains, etc.

Obtaining clearance from a staff member before signing out.

REQUIREMENTS

1 MUST BE AN AUTHORIZED USER

Active duty military, reservists, retired military personnel, dependents age 15 years or older, and DOD civilians with a valid CAC card.

2 MUST HAVE A SHOP QUALIFICATION CARD

Shop Qualification Cards are given after attending a Safety Class. Upon sign in, the patron must present their Shop Qualification Card with a valid form of ID.

3 MUST OWN THE VEHICLE BEING SERVICED

The shop is only authorized for activities that directly benefit the patron. No work on government vehicles is permitted. Only vehicles belonging to authorized users will be allowed in the shop.

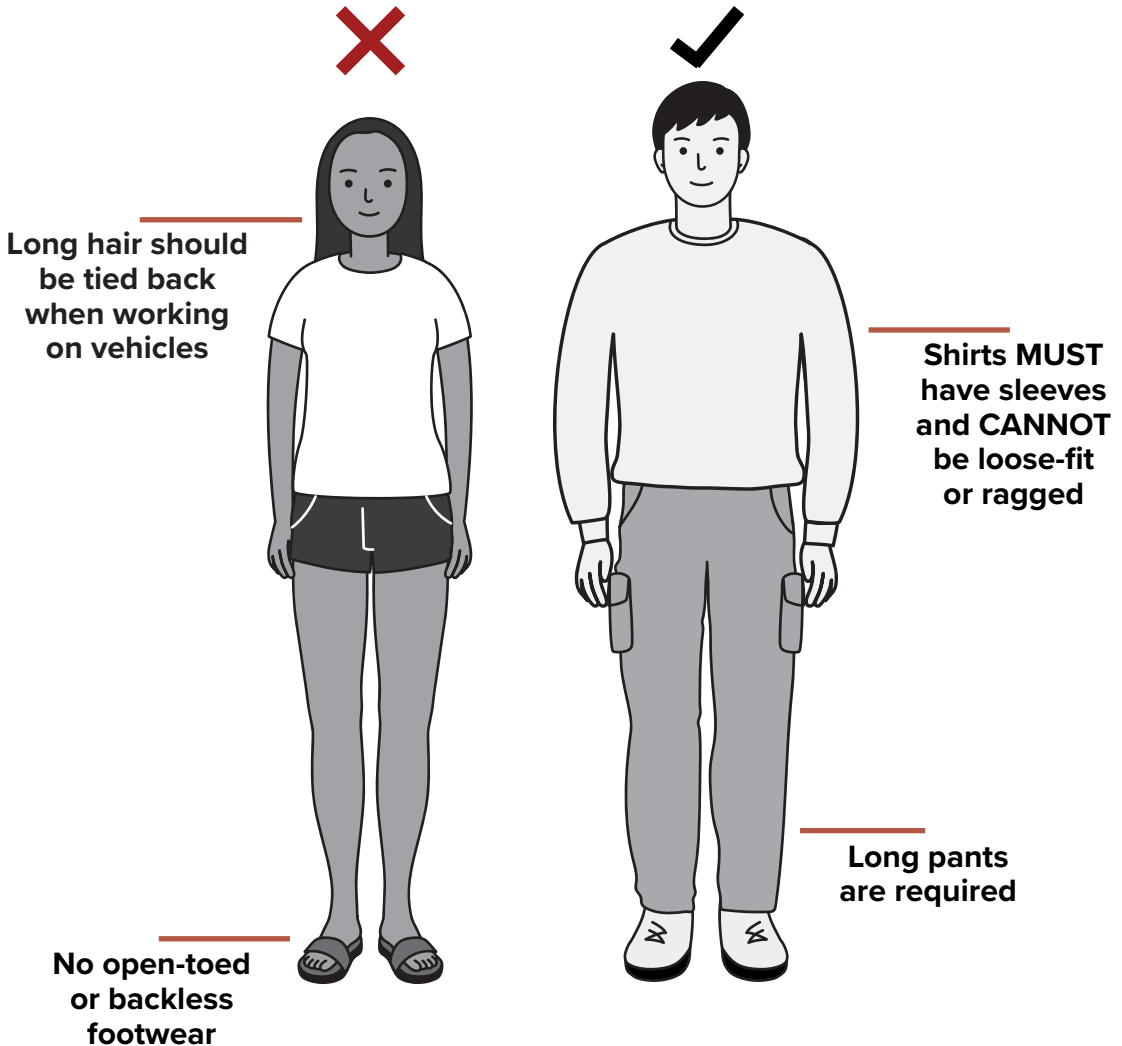


Safety Classes

Held **every Thursday at 6pm** and **every 3rd Saturday at 11am**. During the class, the instructor will review SOPs and expectations. After the class a tour of the facilities will be given, all questions will be answered, and the patron will be presented with a Shop Qualification Card. The Shop Qualification Card and a valid form of ID must be presented prior to being assigned a bay or equipment.

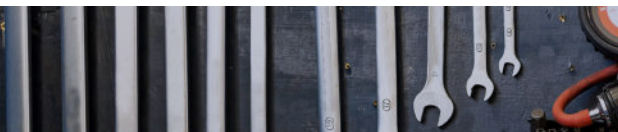
DRESS CODE

When working in the Auto Craft Center, you **MUST** wear clothing that meets the standards of decency and safety. If you do not meet these requirements, you may be asked to change or leave.



SHOP RULES

1. No food or drinks in bay area.
2. No alcoholic beverages allowed in or around the facility.
3. Any friends, family, or acquaintances of authorized patron must have a Shop Qualification Card to be in the shop. If they do not have a card, they may wait in the lobby.
4. No playing of radios or stereos in the shop.
5. Horseplay is not permitted anywhere in or around the facility.
6. No work is authorized in the parking lot; therefore, tools will only be issued to patrons working inside the shop.
7. No spray painting, welding, cutting torches, or open flames.
8. Eye protection is required for drills, grinders, punches, and chisels.
9. No one under 15 years of age is permitted in the work area.



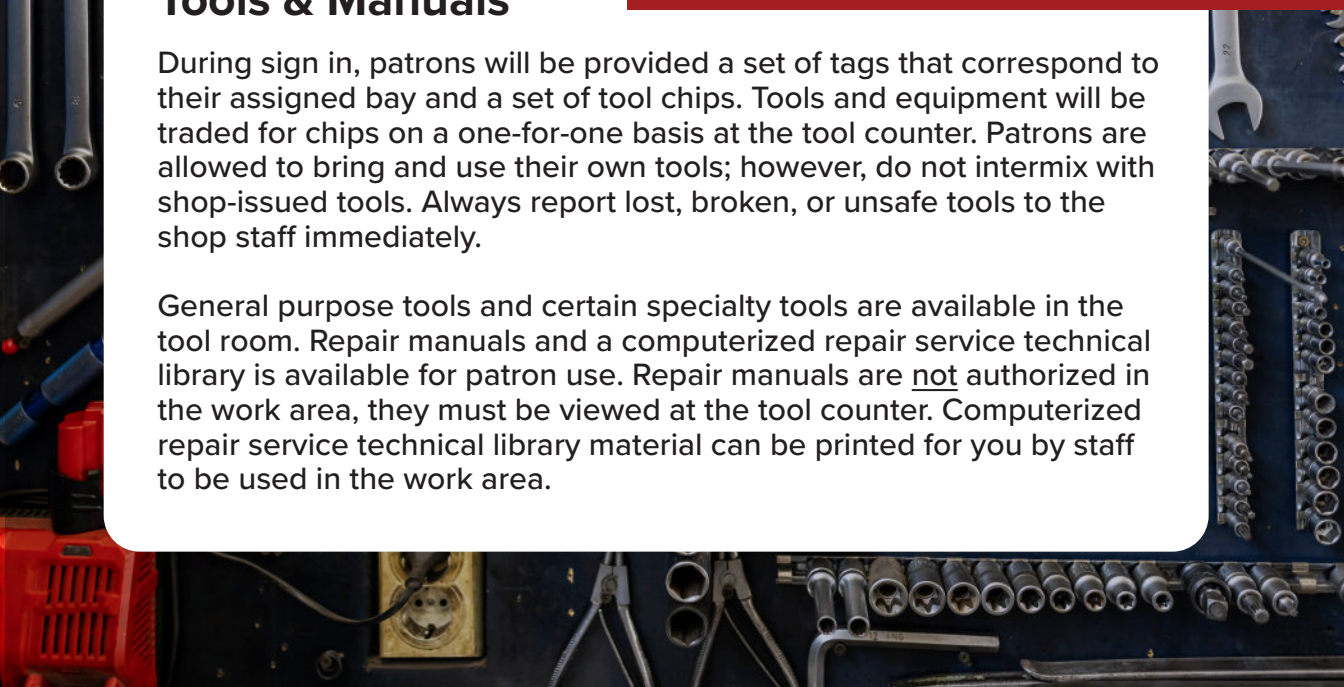
The shop manager may set time limits on use of equipment and ration supplies to assure maximum benefits to all patrons as they deem fit.

Patrons are responsible for ensuring they have the correct number of equipment chips.

Tools & Manuals

During sign in, patrons will be provided a set of tags that correspond to their assigned bay and a set of tool chips. Tools and equipment will be traded for chips on a one-for-one basis at the tool counter. Patrons are allowed to bring and use their own tools; however, do not intermix with shop-issued tools. Always report lost, broken, or unsafe tools to the shop staff immediately.

General purpose tools and certain specialty tools are available in the tool room. Repair manuals and a computerized repair service technical library is available for patron use. Repair manuals are not authorized in the work area, they must be viewed at the tool counter. Computerized repair service technical library material can be printed for you by staff to be used in the work area.



SHOP RULES

Floor Jacks

When using floor jacks, vehicles must always be supported with jack stands. Consult shop personnel for proper use of jacks, to include utilizing lifts in lift bays. **Use of personal car jacks is prohibited.**

Vehicles Overnight

Any unaccounted vehicle left in parking lot overnight will be towed if paperwork is not on file for said vehicle. **No overnight parking is authorized in parking lot** without prior consent, paperwork, and storage fees. Privately owned vehicles left overnight are subject to being tagged and towed at the owner's expense.

Disabled vehicles or vehicles deemed unsafe or impractical to be moved may be allowed to remain in the shop with approval of shop staff. Consideration must be given to having sufficient space in the shop for incoming vehicles the following day. Standard bay time fees will be incurred during business hours.

Collection of Fees

Bay fees are paid at the time of completion of work, after the bay and work area is cleaned, and after workspace has been inspected by shop personnel. Paperwork must be filled out at cashier counter for vehicles remaining in outdoor parking lot.

BAY FEES	
Lift Bay	\$10/hour
Flat Bay	\$5/hour
Tire Mount	\$5/tire
Tire Balance	\$5/tire
Outdoor Storage	\$5/day

Personal Property

Safeguard all personal property brought into the shop. **Shop is not responsible for loss of or damage to personal property.** In the event that you notice any unsafe act, inform shop staff immediately.

CLEANUP

7PM | Wednesday
Thursday
Friday

5PM | Saturday
Sunday

**30
MINS**

At this time, all tools and equipment will be returned to the tool room. All vehicles must be out of the shop, bays cleaned, and bill finalized no later than 7:30pm Wednesday, Thursday, and Friday and 5:30pm Saturday and Sunday.

Bay Cleaning

Bay must be cleaned by patrons. Spills must be cleaned **IMMEDIATELY**. Any hazmat spill not cleaned up or reported immediately will incur a minimum charge of \$25 based on severity and clean up requirements.

SPILL SIZE	PROCEDURE
Smaller than a quarter	Wipe with rag, mop
Larger than a quarter (or antifreeze, diesel)	Floor sweep
Excessive	See attendant immediately
DO NOT , under any circumstance, mop over any HAZMAT or PETROLEUM-BASED FLUIDS (antifreeze, brake fluid, grease, solvents, fuel)	

Once all work is completed, tools are returned, and any residual fluids are properly cleaned, bays must be swept and mopped by patrons. Bays are to be swept and mopped after each use regardless of bay time.

CLEANUP

Waste Disposal

The Auto Craft Center accepts materials used in-house only. See a staff member before disposing of the following products. Staff will assign you a designated waste receptacle and inform you on disposal procedures. **DO NOT** mix contaminants (i.e., do not mix antifreeze with waste oil). Oil lift drains are for petroleum-based fluids only.



WASTE OIL
ANTIFREEZE
OILY RAGS
FILTERS
(OIL, FUEL, AIR, TRANSMISSION)
FLUIDS
(BRAKE, TRANSMISSION)



FUEL
TIRES
OUTSIDE
FLUIDS OR FILTERS

