

# GE Aviation - Customer Technical Education Center



Student and Visitor Handbook

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# Welcome to GE Aviation - Customer Technical Education Center

This handbook provides information that will help you during your stay at the Customer Technical Education Center (CTEC)



The Customer Technical Education Center (CTEC) is located in Springdale, Ohio, five miles (8.1 km) west of GE's Evendale location. A state-of-the-art training facility, CTEC provides quality engine maintenance training services and facilities for GE and CFMI customers.

CTEC has a staff of instructors and administrative support personnel who design, develop, and deliver training to meet customer needs. Instructors train students representing customers from around the world.

Our mission is to enhance product support by providing world-class engine maintenance training for you, our GE/CFMI customers. We will do all we can to ensure that the time you spend with us is worthwhile.

CTEC includes more than 80,000 square feet (7432 sq. meters) of space and houses 14 classrooms, a minitorium, a cafeteria, office space, and 27 bays equipped with lifts, hoists, and major engine handling tooling. Dedicated engines and thrust reversers are available for hands-on training.





# General Information

## Contact Info

123 Merchant Street, Springdale, Ohio 45246

E-mail: [CTEC.U@ge.com](mailto:CTEC.U@ge.com)

Telephone: 1-513-552-6692

## Class Hours at CTEC

Class starts at 8:30 a.m. to 3:30 p.m. Monday through Thursday, and 8:30 a.m. to noon on Friday. Please do not arrive prior to 8:00 a.m. On the first day of class your instructor will meet you in the Café at 8:30. It is required that you sign in with the GE Security Guard each day prior to class and wear your badge at all times.

## Parking

Free parking is available at CTEC.

## Daily Transportation

If needed, transportation can be arranged for students from hotel to CTEC at no charge. However, transportation from airport to hotel and all other transportation is at student's own expense and responsibility. It is required that students contact CTEC at [CTEC.U@ge.com](mailto:CTEC.U@ge.com) **no later than one week** prior to class if the hotel-to-CTEC transportation is desired.

## Attendance Policy

Eighty percent (80%) attendance of each class is required. If the minimum attendance requirement is not met, a completion certificate will not be issued.

## Schedule

Your class schedule will be provided to you during orientation on your first day of class.

## Student Badges

Wear your student badge (administered to you on your first day of class) at all times while on the GE Aviation property. The badge allows you to travel unescorted to your classroom, the cafeteria, restrooms, and your bay on the shop floor. You must have a GE escort if you wish to travel to other areas of the building. Return your badge to the security guard (in the front lobby) upon completion of class.

## Passports/Visas

If you are a visitor from another country, you should carry your passport at all times while in the United States

## Cameras / Cell Phones / Mobile Devices

Cell phones are allowed at CTEC, but cell phone photos and/or videos are **strictly prohibited** while inside CTEC. Personal laptops are permitted for use.



# General Information

(Continued)

## Food Services

Lunch for purchase is available in the CTEC cafeteria. If you have any food restrictions that we need to be aware of, please contact [CTEC.U@ge.com](mailto:CTEC.U@ge.com) and whenever possible, accommodations will be made.

Vending machines are located in the break area, adjacent to the cafeteria. In addition, there are numerous off-site restaurants available; however, a car would be required as none are within walking distance. Alcoholic beverages are not allowed on the premises of any GE Aviation facility.

## Currency Exchange

All currency exchange should be done prior to your arrival at CTEC. Airports and banks will be able to accommodate any currency exchanges.

## Safety Shoes and Safety Glasses

Both safety shoes and safety glasses are required on the CTEC shop floor. While CTEC can provide modified slip-on safety shoes and safety glasses, you may be more comfortable bringing your own.

## Medical Services

Please inform your instructor if you need medical attention during class or if you are ill and cannot attend a class. Medical care will be at your expense.

## Hotel Accommodation

See Page 13

## Translator

Arranging for a translator is the student's responsibility and permission will be given by CTEC only if necessary.

## COVID-19 Protocol

To ensure student safety, all CTEC students and visitors will need to answer a series of health questions and have a daily temperature scan upon entering the CTEC facility. CTEC has implemented additional safety measures called the "Layers of Safety", listed below.

### COVID-19 Layers of Safety

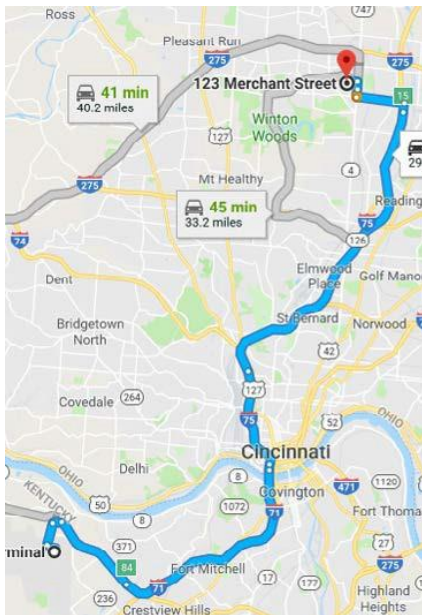
- ✓ Daily temperature screens of everyone entering our facility
- ✓ Implemented social distancing in our cafeterias, classrooms and common areas
- ✓ Facilitated social distancing with signage and floor decals in common areas
- ✓ Providing appropriate PPE for instances where social distancing cannot be maintained
- ✓ Implemented extensive daily cleaning procedures and cleaning of high-touch areas



# Directions

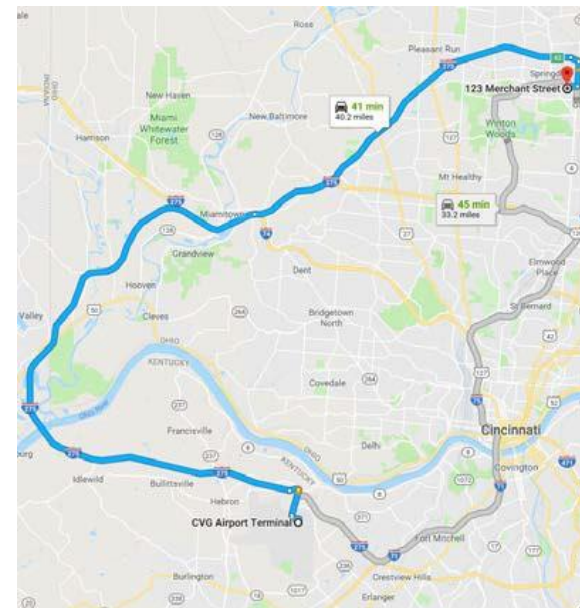
## Greater Cincinnati Airport to CTEC 123 Merchant Street, Springdale, Ohio

- Exit Airport and follow signs for Cincinnati (I-275 North/East).
- Continue on I-275 East for about 3-4 miles
- Take I-75 / I-71 North. After crossing the Ohio River, take I-75 North (towards Dayton)
- Continue on I-75 for about 13 miles to Sharon Road Exit 15. Turn left at the end of the ramp onto Sharon Road
- Continue on Sharon Road for 1.6 miles. Turn right onto 747 (Congress Ave/Princeton Pike.)
- Go about 1 mile. Turn left onto Merchant Street. Fourth building on left is CTEC - 123 Merchant Street



## Greater Cincinnati Airport to CTEC Alternate Route

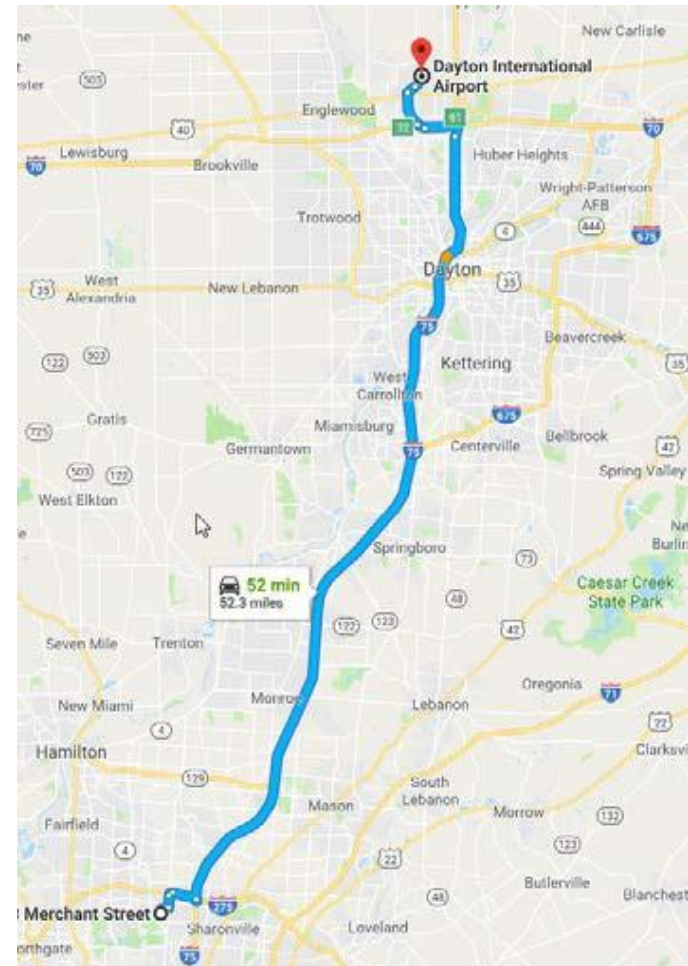
- Exit Airport and follow signs for I-275 W from Terminal Drive and KY-212 E
- Keep left at the fork to continue on I-275 N. Follow signs for Dayton
- For about 35 miles follow I-275 W to OH-747 S/Princeton Pike in Springdale. Take Exit 42 toward Springdale/Glendale
- Use the right 2 lanes to turn right onto OH-747 S/Princeton Pike
- Turn right onto Merchant Street
- Fourth building on left is CTEC - 123 Merchant Street



# Directions

## Dayton International Airport to CTEC 123 Merchant Street, Springdale, Ohio

- Exit Airport and follow signs for Dayton (I-70 East/Dayton).
- Merge onto I-70 East.
- Take I-75 South towards Dayton (Exit 33A).
- Merge onto I-275W towards I-74 Indianapolis.
- Take exit 42A for OH-747 S/Princeton Pike towards Springdale/Glendale.
- Turn right onto Merchant Street.
- Fourth building on right is CTEC - 123 Merchant Street.



# Engine Maintenance Practices

1. Follow all environmental health and safety directions and rules.
2. Return tools and fixtures to the designated storage place immediately after use.
3. Do not stand on the top handrails of work stands.
4. Do not leave loose tools on the engine, floor or work stands.
5. Give ample warning before moving suspended loads.
6. Do not use force to remove or install engine parts.
7. Only one person will give hoist operator instructions.
8. Perform maintenance work on the shop floor only when an instructor is present.
9. Last fifteen minutes of the class day:
  - Place hand tools in proper boxes
  - Return hand tool cabinets to designated storage area
  - Return fixtures to designated area and align in an orderly manner
  - Clean area around engine/module





# Safety Introduction

CTEC is committed to protecting all employees, students, contractors, visitors, the environment, and property from accidental loss.

In fulfilling this commitment, we will work to provide and maintain a safe work environment. We will strive to eliminate any and all foreseeable hazards which could result in fires, security losses, and damage to property or personal injuries/illnesses.

With active employee involvement and support from the EHS professionals, loss prevention can be controlled with proper preparation and management. Loss prevention is the responsibility of all managers and employees.

CTEC's management will comply with the GE Aviation's loss prevention requirements as they apply to the design, operation, and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with the established procedures and operating philosophy.

We trust that all of you will join us in a personal commitment to loss prevention as a way of life.



# Safety Rules

The following is a list of general and specific rules that everyone must follow. Remember everyone is expected to know the rules. Please refer to your instructor for proper safety procedures.



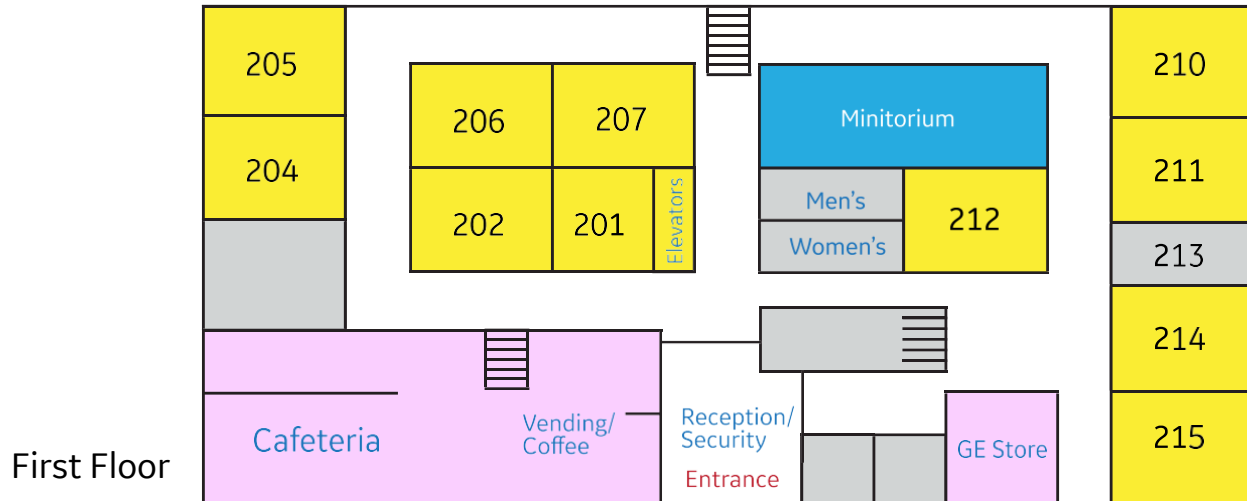
- Listen carefully to your instructor when safety and environmental health information are presented during your orientation and throughout the duration of the training course at CTEC.
- Please read and review the Environmental Health and Safety (EHS) policy. Review the general shop practices listed at the end of this booklet. Refer to your copy of the Chemical Product Information Training for CTEC Students, as needed during your training period.
- Ask any environmental and safety health questions you may have to your training course instructor. Be aware of safety instructions before:
  - o Performing equipment maintenance
  - o Operating equipment or machinery
  - o Using material or equipment which you have not used before
- Report any unsafe conditions to your instructor and CTEC staff immediately.
- Comply with posted safety rules in all specific areas, whether working in or passing through an area of CTEC.
- Know the evacuation plan for your work area on the shop floor and the classrooms at the CTEC facility.
- Identify locations of eye wash stations, showers, tornado safe spots, and the MSDS book.
- Immediately call for aid with any fire, no matter how small (9-911).

# Safety Rules (Continued)

- Safety glasses and shoes shall be worn any time CTEC employees or visitors are performing shop work. CTEC employees and visitors, who are not performing shop work, are not required to wear safety glasses and shoes, but are required to stay in the designated “blue zone” of the shop floor.
- Substantial footwear is required by all individuals that enter the shop. Substantial footwear is defined as a shoe that completely encloses the student’s foot. Thongs, clogs, sandals, and similar footwear are not allowed on the shop floor. All employees, contractors, students, and visitors that are performing work must wear safety shoes meeting ANSI Z41.1 requirements. Failure to comply with this requirement will result in removal from the shop area. Steel-toe coverings for shoes are provided on the shop floor.
- Do not eat, drink, or smoke on the shop floor.
- Do not remove or make ineffective, guards or safety interlocks except in the course of maintenance. Such guards or interlocks must be in place before any machine or equipment is placed in service.
- Report any electrical equipment and machinery that is not grounded.
- DO NOT operate motorized material handling equipment.
- Notify your instructor upon the event of a hazardous material spill, no matter how small.
- Please report all injuries and illnesses immediately to your instructor prior to going to First Aid station for treatment.



# CTEC Map





## Hotel Accommodations

Hotel	Location	Phone	Discount Link
Courtyard by Marriott - Blue Ash	4625 Lake Forest Drive, Blue Ash, OH 45242	513-733-4334	<a href="#">Courtyard Blue Ash Link</a>
Courtyard by Marriott - Cincinnati North at Union Centre	6250 Muhlhauser Road, West Chester, OH 45069	513-341-4140	<a href="#">Courtyard Union Centre Link</a>
Crossland Cincinnati/Extended Stay	11457 Chester Road Sharonville, OH 45246	513-771-7829	
Drury Inn	2265 East Sharon Sharonville, OH 45241	513-771-5601	<a href="#">Drury Inn Link</a>
Econo Lodge	11620 Chester Road Sharonville, OH 45246	513-771-0370	
Fairfield Inn and Suites	11440 Chester Road Cincinnati, OH 45246	248-508-5716	<a href="#">Fairfield Inn and Suites Link</a>
Hilton Garden Inn	11149 Dowlin Drive Sharonville, OH 45241	513-772-2837	
Holiday Inn Express	1160 Dowlin Drive Sharonville, OH 45241	513-771-9080	
Homewood Suites – Union Center	9226 Schulze Drive, West Chester, OH	513-805-4400	<a href="#">Homewood Suites Link</a>
LaQuinta Suites	11029 Dowlin Drive Sharonville, OH 45241	513-771-0300	
Liv Inn	11385 Chester Road Sharonville, OH 45246	513-772-7877	
Marriott Cincinnati North	6189 Muhlhauser Road, West Chester, OH, 45069	513-874-7335	<a href="#">Marriott Cincinnati North Link</a>
Residence Inn Cincinnati North/West Chester	6240 Muhlhauser Road West Chester, OH 45069	513-341-4040	<a href="#">Residence Inn Cincinnati North/West Chester Link</a>
SpringHill Suites Blue Ash	4650 Creek Road Cincinnati, OH 45242	513-793-1000	<a href="#">Springhill Suites Blue Ash Link</a>
Springhill Suites Cincinnati North	12001 Chase Plaza Drive, Cincinnati, OH 45240	513-825-9035	<a href="#">Springhill Suites Cincinnati North Link</a>
Sonesta ES Suites Cincinnati Sharonville West	11689 Chester Road Sharonville, OH 45246	513-771-2525	<a href="#">Sonesta ES Suites Cincinnati Sharonville West Link</a>
Staybridge Suites Cincinnati North	8955 Lakota Drive West West Chester, Ohio 45069	513-874-1900	<a href="#">Staybridge Suites Cincinnati North Link</a>



*We hope that you enjoy your training experience at  
GE Aviation - Customer Technical Education Center*

