



# Cabin Attendant Manual



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**September 16, 2024**

## Revision Highlights

Section	Description of Change
Introduction	<ul style="list-style-type: none"> <li>Added language stating that the terms Flight Attendant and Cabin Attendant may be used interchangeably to describe persons serving in the cabin as crew members aboard our aircraft.</li> <li>Added note to clarify that Target Aircraft are not required by certification or operating regulations to utilize FAA licensed Flight Attendants.</li> <li>Added requirement for Cabin Attendants to be familiar with this manual's contents.</li> <li>Updated locations where manual can be found. It is stored electronically in TFS SharePoint and ForeFlight Docs and a printed copy is carried on N183T.</li> <li>Added note that the current revision date of the Cabin Attendant manual will be recorded and tracked via the Pilot Items tracking document found in the aircraft turnover book.</li> </ul>
Chapter 1 Pre-Trip Planning and Information	New chapter created to incorporate existing pre-trip details with new administrative notes addressing Contractor Management, Hotel Booking, Ground Transportation, Attire, Crew Identification, and Trip Sheet.
Chapter 2 Flight Operations	New chapter for existing flight procedures. Safety equipment has been moved to this new section.
2.2 Pre-Departure	<ul style="list-style-type: none"> <li>Added the requirement to use Pax safety card or section 3.1 of this manual to confirm locations of safety equipment.</li> <li>Added reference to check location of MedAire "Manual of In-flight Medical Care".</li> <li>Added Wi-Fi instruction cards to the list of items to be checked present at each passenger seat.</li> <li>Added requirement to stow leaves on conference table for takeoff and landing.</li> <li>Added note that any passenger beds in the cabin must not be occupied for takeoff and landing. Beds may not be setup next to an emergency exit for takeoff or landing.</li> <li>Added requirement for Cabin Attendant to be familiar with the location and use of aircraft phones on the G280.</li> <li>Removed reference to magazines and added note regarding newspapers not normally being carried on board.</li> <li>Updated the items covered in our FAACCTS cabin crew briefing. <ul style="list-style-type: none"> <li>Added "Armed" - Target Executive Services (ES) personnel sometimes travel with firearms. When this is the case, the crew will be made aware.</li> <li>Added "Coms"- this refers to the text message chain of communication that is established between the pilots and ES at the start of each trip.</li> <li>Updated "Signals"- Cockpit to cabin signals via the seatbelt sign, no smoking sign, and audible chimes are now spelled out.</li> </ul> </li> <li>Reworded Pax count and manifest check for clarity. Cabin Attendants are to confirm the passenger count matches the manifest and report any discrepancies to the Pilot in Command.</li> <li>Added note to dim vestibule, galley and cabin lights for night takeoffs</li> <li>Added note to identify potential Able-Bodied Passengers (ABP)</li> <li>Added requirement for passengers to be briefed on ditching procedures and the location of life rafts when flights will operate overwater more than 100 miles from shore. This briefing may be accomplished via the automated briefing system in the aircraft (controlled in the cockpit) or verbally by the Cabin Attendant.</li> </ul>

2.3 In-Flight Procedures	<ul style="list-style-type: none"> <li>Removed requirement for cabin attendant to utilize a forward-facing seat when seated in the cabin for takeoff and landing.</li> <li>Added guidance on disposing of liquid beverages in flight.</li> <li>Reworded to emphasize balancing service with giving passengers their space.</li> <li>Added guidance to ensure passengers know how to open the door to galley.</li> <li>Added Recyclables to the list of items to be collected.</li> <li>Changed guidance on when hot towels are to be offered to any flight over 6 hours in length.</li> <li>Added note prohibiting beds from being occupied during takeoff and landing.</li> </ul>
2.4 After Landing	<ul style="list-style-type: none"> <li>Reworded for Clarity. Ensure passengers remain seated until the aircraft comes to a stop and the engines are shut down.</li> <li>Reworded guidance for protecting freeze-sensitive items in the cabin when aircraft will be parked for extended periods of time.</li> <li>Added note to coordinate/order catering for the next day, when applicable.</li> <li>Added note to notify PIC of any damaged, missing or inoperative items.</li> </ul>
2.5 Post-Flight	<ul style="list-style-type: none"> <li>New section created and related content moved here for section 2.4.</li> <li>Added note to leave refrigerator door ajar to promote drying and prevent mold issues.</li> </ul>
2.6 Flight and Duty Time Limitations	Flight and Duty limitation table and notes added. These limitations are in alignment with Flight Safety Foundation guidelines and our Target Flight Operations Manual.
3.1 International Documents/ Approvals	Removed requirement for Cabin Attendants to have training documentation in their possession.
3.3 International Catering	Removed Newspapers from the list of items to be stocked in the cabin.
Chapter 5 Emergency Procedures	Reworded and added additional elements to the paragraph that discusses Cabin Attendant situational awareness and the use of effective crew resource management.
5.1 Emergency Equipment Locations	Replaced G550 safety equipment location graphic with G600 graphic.
5.2 Emergency Exit Operation	Detailed door operation for each aircraft type.
5.3 Emergency Evacuation-Land	Aligned procedures with Flight Safety International's Cabin Attendant training manual.
5.4 Emergency Landing & Evacuation – <a href="#">WATER</a>	Aligned procedures with Flight Safety International's Cabin Attendant training manual.
5.5 Sickness and Medical Emergency	<ul style="list-style-type: none"> <li>Aligned with American Heart Association CPR guidelines and reorganized for flow and clarity. Added references to MedAire iPad App and "Manual of In-Flight Medical Care".</li> <li>Updated Medaire Medlink phone number.</li> <li>Reworded to allow use of the MedAire emergency medical kit by Target Executive Services personnel without coordination from MedAire.</li> </ul>
5.6 Silent Review	<ul style="list-style-type: none"> <li>Removed G550 and added G600</li> <li>Added G280</li> </ul>
5.12 Oven Fire (G600)	Removed reference to pulling circuit breaker since there is no physical breaker that can be accessed by the Cabin Attendant can accesses.
5.13 Turbulence	Reworded for clarity.

5.14 Phone Guide	Added Wi-Fi calling instructions for both aircraft. Updated satellite phone dialing instructions for G280.
6.1 FAA-required passenger briefing elements	New section added to detail the required passenger briefing elements.
6.2 Cabin Management/Cabin Setup Checklist	<ul style="list-style-type: none"> <li>• Removed references to G550 and added G600 procedures.</li> <li>• Updated G280 procedures for accuracy.</li> <li>• Added guidance for cabin attendant to turn on Wi-Fi calling on their personal phone and test functionality.</li> </ul>

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## Introduction

This manual contains policies and procedures for use by persons who have been approved by Target Flight Services to serve as cabin crewmembers on Target Corporation aircraft. The terms Cabin Attendant (CA) and Flight Attendant (FA) may be used interchangeably to describe this crewmember position in our operation. Target aircraft are not required by certification or operating regulations to utilize FAA licensed Flight Attendants and there is no requirement for our cabin crewmembers to be licensed by the FAA. The information in this manual is not intended to supersede US Federal Aviation Regulations, regulations of foreign countries, or information contained in manufacturer publications.

All person serving as cabin crewmembers will be granted access to the manual and are expected to be familiar with its contents. Manual amendments will be promulgated as required by the Chief Pilot. New changes made will be summarized in the Revision Summary section of the manual and highlighted in blue throughout the document. Current electronic copies of the manual are stored in TFS SharePoint and ForeFlight Documents. A printed copy is carried onboard N183T, and the current revision date of the manual is recorded and tracked via the Pilot Status Items tracking document in the aircraft turnover book.

No portion of this manual may be distributed to parties outside of Target Flight Services without the express consent of The Senior Director or Chief Pilot.

# **1 Pre-Trip Planning and Information**

## **Contractor Management:**

Target Flight Services utilizes In-Flight Crew Connections for sourcing and managing contract Cabin Attendants. Contractors are employees of IFCC and receive all pay and expense reimbursement through IFCC.

## **Hotel Booking:**

Hotels for overnights are booked by Target Flight Coordinators and/or third-party trip planning services such as Universal. Cabin Attendants should present their own credit card and loyalty program numbers to hotels at the time of check-in.

## **Crew Ground Transportation:**

All crew ground transportation arrangements for overnights are made Target Flight Coordinators and/or third-party trip planning services.

## **Catering:**

Cabin Attendants are responsible for ensuring catering has been ordered for flights that will operate during mealtimes. Depending on the circumstances, catering orders may be placed by either the Cabin Attendant or the Target Flight Services Flight Coordinators. In either case, the plan for ordering should be coordinated with the Flight Coordinators at least two business days prior to the start of the trip. This includes accommodating any known passenger and crew dietary preferences and/or food allergies. Flight Coordinators can provide information on passenger and crew preferences. Cabin Attendants may also reach out directly to crewmembers if they wish.

## **Attire:**

Target Flight Services team members serving as Cabin Attendants will wear white golf or white button-down shirts bearing the Target logo, black dress pants, and black shoes. Contract Cabin Attendants will wear appropriate professional attire.

## **Crew Identification:**

All Cabin Attendants who serve on international flights will maintain a current IBAC aircrew identification badge. Contract Cabin Attendants' badges must show In-Flight Crew Connections as their employer. IFCC can assist in obtaining the ID badge. Cabin Attendants may submit for reimbursement of expenses for the badge application, passport photo, and shipping fees.

## **Trip Sheet:**

A trip sheet detailing the finalized itinerary and passenger manifest will be emailed to all crewmembers on the day prior to the start of the trip. Flight Coordinators can be used as a resource to obtain trip details prior to the trip sheet being sent out.

## **2 Flight Operations**

### **2.1 REPORT TIMES AND CHECK-IN**

Cabin Attendants will arrive at the Target Flight Center with sufficient time to complete their pre-flight duties, but no later than one hour and thirty minutes prior to departure. Report times for departures from overnight locations will be coordinated with the flight crew. Report times may be adjusted by the Pilot in Command (PIC) as necessary.

Upon arrival at the Target Flight Center, the following will be accomplished prior to beginning aircraft pre-flight duties:

- a. Check-in with the crew.
- b. Review Trip Sheet details.
- c. Verify catering has arrived and the order is correct.

### **2.2 PRE-DEPARTURE**

#### **Safety Equipment:**

The aircraft safety and emergency equipment will be inspected prior to the first flight of each day. This inspection will be accomplished before other duties in the galley and cabin are accomplished. If a discrepancy with any piece of equipment is found or the Cabin Attendant has a question or concern with a piece of equipment, the PIC MUST be notified immediately. A passenger safety briefing card or section 3.1 of this manual shall be referenced to confirm all safety equipment is in the properly marked location. Ensure that all equipment is properly located, secure, and operable, and confirm the location of the MedAire "Manual of In-flight Medical Care". Note that inflight medical checklist is now incorporated into the MedAire iPad App, which is installed on all pilot iPads. MedAire Digital Assessment Kits are carried on select flights. Confirm status of these items with one of the pilots as part of your pre-flight.

#### **Galley:**

- a. Configure the Cabin Management System.
  1. Select appropriate Startup Pre-Select and tailor lighting as required.
  2. Check potable water levels.
  3. Turn on water system and purge air from all sink lines.
  4. Turn on water heaters.
  5. Verify Airshow monitors are working.
- b. Make coffee or fill onboard carafes.
- c. Fill ice drawers with ice and beverages.
- d. Load catering.
- e. Ensure sink water and drains are working.
- f. Stock galley with necessary supplies.

#### **Crew Rest Area:**

- a. When configured for seating, check life jacket and smoke hood are stowed in base of seat.
- b. Stow personal items.

#### **Forward Lavatory (G600):**



- a. Configure lighting.
- b. Check general cleanliness.
- c. Ensure garbage container has been emptied and has a fresh bag in place.
- d. Flush toilets to ensure proper operation and readiness.
- e. Ensure sink and water drains are working properly.
- f. Ensure toiletry and paper products are adequately stocked.
- g. Check cloth hand towel is present and clean.

**Cabin:**

- a. Ensure passenger safety briefing cards, Wi-Fi information cards, and sick sacks are in place at each seat, when storage for these items is provided.
- b. Remove emergency exit pins, if installed.
- c. Stow all tables, including folding leaves on conference tables.
- d. Position all seats in the fully outboard position, seatbacks in the full upright position and leg rests stowed.
- e. Beds that are setup and in place for taxi and takeoff must not be occupied at these times and must not block emergency exits.
- f. Familiarize yourself with location and use of flight phones (G280 only).

Note: Newspapers are not normally stocked in the cabin but may be provided upon passenger request.

**Aft Lavatory:**

- a. Configure lighting.
- b. Check general cleanliness.
- c. Ensure garbage container is emptied and has a fresh bag in it.
- d. Flush toilets to ensure proper operation and readiness.
- e. Ensure sink and water drains are working properly.
- f. Check toiletry and paper products are stocked adequately.

**Baggage:**

- a. Check Flashlight is charged and operational (G600).
- b. Ensure there is an adequate supply of beverages and bottled water for the trip.
- c. Ensure baggage netting is secured.

**Cabin Crew Briefing:**

A cockpit crewmember will brief with the Cabin Attendant using the FAACCTS acronym:

**F**light Time ..... Enroute time and anticipated weather or ATC delays.  
**A**ircraft ..... Safety equipment checked, MEL items that affect the flight.  
**A**rmed ..... Executives Services declaration of their armed status.  
**C**atering ..... What's onboard for the passengers to eat, meal plan.  
**C**oms ..... Establish a communications text chain for the crew.  
**T**urbulence ..... Forecasted turbulence.  
**S**ignals ..... Cockpit to Cabin signals to be used:

- *Seatbelt* below sign on 10,000' for sterile cockpit, at other times for turbulence.

- *No Smoke* sign on for Cabin Attendant to be seated for takeoff or landing.
- Multiple chimes for Cabin Attendant requested to come to cockpit.

### **Passenger Boarding:**

Passengers will typically be escorted to the aircraft by a pilot or ground crew member. The Cabin Attendant will:

- Stand at the top of the stairs to greet the passengers.
- Assist with seating.
- Hang coats and stow carry-on luggage and personal items.
- Confirm the passenger headcount matches the trip sheet and report any discrepancy to the cockpit crew.
- Show passengers the location of passenger safety and Wi-Fi information cards.

**Note:** Target aircraft may not taxi, takeoff, or land when any food, beverage, or tableware provided by the cabin or flight crew is located at any passenger seat. This is a Federal Aviation Regulation (FAR 91.535 (a)). Food and drink items brought on board by passengers may remain with them.

### **Prior to Taxi:**

Complete final cabin check and ensure the following:

- Baggage compartment doors secured and locked.
- Lavatory door(s) closed and secure.
- Galley secured.
- Lighting adjusted (vestibule, galley, and cabin lights dimmed for night takeoffs).
- Window shades open in exit rows.
- Large carry-on bags stowed behind seat, in closet, or in baggage area.
- Aisle clear.
- Tables and footrests stowed.
- Seatbacks upright.
- Seatbelts fastened.
- Cabin privacy door or curtain secured and latched open.
- Acoustic door or curtain stowed and latched open.
- Safety briefing played or given verbally.
- Identify any Able Body Passengers (ABPs) who could be called on in the event of an emergency. Note that you do not need to approach or discuss ABP status with identified passengers- simply take note of who you would call on if needed.

### **Passenger Pre-Flight Briefing:**

Passengers will be given a safety briefing prior to the first departure of each trip and any time a new passenger is subsequently added to the trip. This briefing is normally accomplished by the cockpit crew using the aircraft's automated briefer. In cases where that is not possible or practical, the briefing will be given verbally by the Cabin Attendant. The pre-flight briefing must include, at a minimum:

- Location of passenger safety briefing cards.
- No smoking policy.
- Use of seatbelts.
- Mandatory compliance with crew instructions and cabin signs.
- Location and means for opening doors and window exits.
- Location of survival equipment.
- Operation of oxygen masks/equipment.
- For flights that will operate more than 100 miles from shore, over water ditching procedures and the location life rafts.

- i. Use of portable electronic devices.

Where the foregoing safety briefing is insufficient for a passenger because of that passenger's physical, sensory, or comprehension limitations, or because that passenger is responsible for the care of another person on board the aircraft, ensure that the passenger is given an individual safety briefing that meets their special needs.

## 2.3 IN-FLIGHT PROCEDURES

### Taxi:

Once the Cabin Attendant has secured the cabin in its entirety, a confirmation to the cockpit is needed to assure the cabin is prepared for takeoff. Come up to cockpit and give a “thumbs up” to signal that the cabin is secure. No further communication is required. Immediately proceed to the designated Cabin Attendant seat and fasten seatbelt. Note that illumination of the No Smoking sign is your signal that the aircraft has been cleared onto the runway for takeoff.

***Note: To maintain a sterile cockpit, communications to the flight crew while the aircraft is taxiing, landing, and all other operations below 10,000ft will be limited to items of safety concern or operational necessity.***

The designated seat for taxi, takeoff and landing in the G600 is in the crew rest area. A seat in the cabin may also be utilized if the crew rest area is unavailable. In the G280 a cabin seat or the cockpit jump seat will be utilized. Once seated, the Cabin Attendant will accomplish the following:

- a. Fasten seatbelt and shoulder harness (if equipped)
- b. Assume a **modified** brace position – Feet flat on the floor, head slightly positioned down with hands on lap
- c. Complete the Silent Review.
  - 1. A Silent Review of emergency procedures is required prior to take-off and landing. A Silent Review consists of:
    - i. Location of primary and secondary exits.
    - ii. Operation of exits.
    - iii. Commands.
    - iv. Any special-needs passengers.

### After Takeoff:

Remain seated with seat belt fastened until notified by the pilots that it is safe to move about the cabin (No Smoking sign extinguished).

- a. Close acoustic door or curtain on the main entrance door.
- b. Adjust cabin lighting.
- c. Meet any immediate needs of passengers including returning items that were stowed for takeoff.
- d. Check with pilots for any immediate needs and coordinate meal schedule (once above 10,000 feet).

### Meal Service:

Coordinate meal timing with trip lead passenger.

#### Before Service

Offer a beverage.

#### Meal Preparation

When serving meals that are not individually boxed or packaged, consider using trays for efficiency and easy cleanup.

#### Meal Serving

- a. Starting with the trip leader, serve in groups of two to four, including meal beverages. Continue with the other groups as appropriate. Pick up meal packages or trays as passengers finish their meals.
- b. Offer and serve dessert or coffee, if applicable.
- c. Serve pilot meals on trays having non-slip surfaces.

#### Clean up

- a. Scrape dishes into garbage
- b. Wash dirty dishes and utensils in sink or properly stow for later cleaning
- c. Pour unconsumed beverages in a Lavatory toilet and flush. Only water may be poured down the sink drains while the aircraft is in flight.
- d. Clean up the galley.

#### **Enroute Tasks:**

- a. Periodically check on passengers. Note that every situation and passenger is different, and the goal is to make sure needs are met while not being overly obtrusive.
- b. Make periodic checks of the cabin, galley and lavatory for cleanliness and to collect trash and recyclables.
- c. Periodically check on the cockpit crew.
- d. Be aware of unusual sounds, odors, or events. Advise the cockpit crew immediately of any abnormalities.
- e. Prepare future catering order, if applicable.
- f. Prepare a list of galley and/or aircraft items for restocking.
- g. If the door between the galley and passenger cabin is to be closed, instruct passengers on how to open the door, should they need assistance.

#### **Descent:**

- a. Offer a hot towel on flights longer than 6 hours.
- b. Collect all service items.
- c. Provide passengers with customs declaration forms, when applicable.
- d. Check lavatory waste and potable water tank levels and inform pilots if service is needed.
- e. Coordinate with crew for purging the water system if the aircraft will be parked in below freezing temperatures at destination.

#### **Securing Cabin for Landing:**

- a. Lavatory door(s) closed and secure.
- b. Galley secured.
- c. Lighting adjusted (vestibule, galley, and cabin lights dimmed for night landings).
- d. Window shades open in exit rows.
- e. Large carry-on bags stowed behind seat, in closet, or in baggage area.
- f. Aisle clear.
- g. Tables and footrests stowed.
- h. Passengers seated. Beds that are setup and in place for landing must not be occupied and must not block emergency exits.
- i. Seatbacks upright.
- j. Seatbelts fastened.
- k. Cabin privacy door and all curtains secured in open positions.
- l. Main Entrance Door acoustic door latched open or curtain stowed.
- m. Safety briefing played or given verbally.

Once the Cabin Attendant has secured the cabin in its entirety, a confirmation to the cockpit is needed to assure the cabin is prepared for landing. Come up to cockpit and give a “**thumbs up**” to signal that the cabin is secure. No further communication is required. Immediately proceed to the designated Cabin Attendant seat and complete the following:

- n. Fasten seatbelt and shoulder harness (if equipped).
- o. Assume a **modified** brace position – Feet flat on the floor, head slightly positioned down with hands on lap.
- p. Complete the “Silent Review”:
  - Location of primary and secondary exits.
  - Operation of exits.
  - Commands.
  - Special needs PAX.
- q. To maintain a sterile cockpit, communications to the flight crew below 10,000ft will be limited to items of safety concern or operational necessity.

## 2.4 After Landing

- a. Ensure passengers remain seated until the aircraft has stopped at its parking spot and engines are shutdown (Seatbelt sign should be extinguished by this point).
- b. Adjust lighting as appropriate.
- c. Return passengers coats, personal belongings, and assist where needed.
- d. Confirm with cockpit crew that it is safe to open the main entry door, and then do so.
- e. Wait until a pilot or other representative is at bottom of stairs and confirm it's okay to deplane before allowing passengers to exit.
- f. During rainy conditions, offer airplane umbrellas to passengers.
- g. Stand at the top of stairs as passengers exit.
- h. Assist with baggage handling as necessary (normally handled by pilots).

### After Passengers Have Deplaned:

- i. Check airplane for items left behind by passengers.
- j. Check Seats are tracked fully outboard and aft with seatbelts crossed.
- k. Tidy up cabin and galley.
- l. Extend tables and wipe down, allow to dry before stowing.
- m. Tidy up lavatory and check trash and paper product supplies.
- n. Notify PIC of any damaged, missing, or inoperative equipment or furnishings.

## 2.5 Post-Flight

### Securing aircraft at an outstation:

- a. Remove leftover food or arrange for cold storage of perishable food items.
- b. Wash dishes or give them to FBO for washing.
- c. Dispose of galley trash.
- d. Vacuum carpet if needed.
- e. Install window locks for RONS.
- f. For RONS where the temperature will drop below 32 degrees Fahrenheit:
  - 1. Protect freezable liquids by placing them in a cooler or removing them from the aircraft.
  - 2. Coordinate with cockpit crew for removal of AED and other cold-sensitive items from aircraft.
- g. Lower shades to reduce heat (for G600, select Ramp Shutdown on Cabin Management System).

- h. Coordinate with FBO with regards to services needed for the next flight.
- a. Coordinate catering for the next flight, if needed.
- b. Debrief with crew.

#### Securing Aircraft at MSP:

- a. Remove leftover catering (check ice drawer, cabinets and oven).
- b. Ensure coffee maker brewer basket is empty and rinse carafe.
- c. Leave refrigerator door ajar for ventilation (G600).
- d. Dispose of galley trash and recyclables.
- e. Select Hangar Shutdown on Cabin Management System (G600).
- f. Remove coffee carafes, rinse and leave in the break room.
- g. Remove cooler
- h. Remove blankets, pillows, and jet beds.
- i. Clean dishes and return them to the aircraft.
- j. Check aircraft stock and replenish and/or leave a list of needed items for aircraft groomers.
- k. Debrief with crew.

Note: Cabin Attendant duty day ends 30 minutes after block-in arrival time.

## 2.6 FLIGHT AND DUTY TIME LIMITATIONS

The Cabin Attendant's primary purpose is to provide for the safety of passengers. As such, Cabin Attendant must comply with duty and rest requirements of this section. The Cabin Attendant will coordinate required in-flight rest with the Trip Captain.

### 2.6.1 In-Flight Rest Not Utilized

Standard: <b>14</b> Hour Duty Cycle			Off-Duty Period
Pre-Flight	<b>10</b> Hours Maximum Flight Time	Post Flight	10 hours
1.5 Hours		.5 Hours	

Extended: <b>15</b> Hour Duty Cycle			Off-Duty Period
Pre-Flight	<b>12</b> Hours Maximum Flight Time Maximum 2 Landings Operates outside of WOCL	Post Flight	14 Hours
1.5 Hours		.5 Hours	

Extended: <b>16</b> Hour Duty Cycle			Off-Duty Period
Pre-Flight	<b>8</b> Hours Maximum Flight Time 6 Hours Rest Opportunity During Duty Day	Post Flight	10 Hours
1.5 Hours		.5 Hours	

<b>WOCL: 12 Hour Duty Day-10 Hours Maximum Flight Time</b>  <i>Window of Circadian Low (0200 to 0600 local) limitations apply when any one of the following conditions exist:</i> <ul style="list-style-type: none"> <li>• A landing occurs during the WOCL</li> <li>• The flight passes through both sides of the WOCL</li> <li>• The duty period starts 0400 or earlier.</li> </ul>			<b>Off-Duty Period</b>
<b>Pre-Flight</b>	<b>10 Hours Maximum Flight Time</b>	<b>Post Flight</b>	<b>12 Hours</b>
<b>1.5 Hours</b>		<b>.5 Hours</b>	

## 2.6.2 In-Flight Rest Utilized

Standard: <b>18</b> Hour Duty Cycle			Off-Duty Period
Pre-Flight	<b>16</b> Hours Maximum Flight Time Max 2 Landings	Post Flight	12 hours
1.5 Hours		.5 Hours	

Special Considerations for 18 Hour Duty Cycle
<ul style="list-style-type: none"> <li>Reclining seat or supine bunk (bed) must be available for rest</li> <li>Mandatory in-flight rest with a minimum of 4 hours total sleep opportunity</li> <li>Use Fatigue Mitigation</li> </ul>

Extended: <b>20</b> Hour Duty Cycle			Off-Duty Period
Pre-Flight	<b>18</b> Hours Maximum Flight Time Max 2 Landings Use Fatigue Mitigation	Post Flight	12 hours
1.5 Hours		.5 Hours	

Special Considerations for 20 Hour Duty Cycle
<ul style="list-style-type: none"> <li>Supine bunk (bed) must be available for rest</li> <li><i>Mandatory in-flight rest with a minimum of 4 hours total sleep opportunity</i></li> <li><i>Use Fatigue Mitigation</i></li> </ul>

Crossing Multiple Time Zones
<ul style="list-style-type: none"> <li>Crossing 4 to 6 time zones: 48 continuous hours off-duty on return home</li> <li>Crossing 7 or more time zones: 72 continuous hours off-duty on return home</li> </ul>

### Fatigue Mitigation:

- The Cabin Attendant (or Flight Mechanic) will use the crew rest area or a privacy-screened seat/bed in the cabin. The rest location will be coordinated with the PIC and will not come at the expense of required pilot crew rest. There must be adequate crew rest opportunities for all crewmembers.
- Coordinate the timing of rest periods with PIC and passengers.
- Strategic naps are encouraged. Less than 45 minutes to refresh, or approximately a full 2 hours for a complete sleep cycle.
- Refraining from the use of alcohol prior to extended duty days, above and beyond the 12-hour policy, should be considered because of the affect alcohol has on REM cycle sleep.



- Caffeine should be used strategically at roughly 15-45 minutes prior to an anticipated need.
- Use food strategically. Eat mostly protein and treat carbohydrates as you would caffeine.
- Flight crew members are encouraged to obtain hotel/motel rooms to take advantage of long layovers at intermediate airports to rest for periods of 6 hours or more duration.
- Flight Mechanics will accomplish the preflight/post flight and prep the cabin for departure so as to allow both flying pilots to remain in the cockpit. If a third pilot is assigned, then they will assist the Flight Mechanic whenever possible.

## **2.7 AUTHORITY OF PILOT IN COMMAND**

The Pilot in Command (PIC) has ultimate responsibility for the safe operation of the aircraft and is the final authority for all aircraft operations. The PIC is responsible for ensuring the aircraft is operated in compliance with company policies and procedures and Federal Aviation Regulations. In the event of an in-flight emergency requiring immediate action, the PIC may deviate from company standard operating procedures and/or Federal Aviation Regulations to the extent required to meet that emergency.

## **3 International Operations**

### **3.1 INTERNATIONAL DOCUMENTS/APPROVALS**

Ensure proper documentation and approvals for all areas of travel. This includes:

- a. Passport (with at least 6 months of time before expiration)
- b. Visas (if required)
- c. Immunization records (if required)
- d. IBAC Crew badge (required for all flights)
- e. International calling plan for cell phone
- f. Credit Card

### **3.2 VACCINATIONS**

Coordinate with PIC to ensure required vaccinations have been received/considered for the countries/regions you will be traveling. The MedAire App and Target Travel are helpful tools in determining vaccination requirements and medical concerns for areas of travel.

### **3.3 INTERNATIONAL CATERING**

International trips require significant planning and coordination due to the varying quality of services in many parts of the world.

#### **Out of MSP:**

Review trip itinerary to determine catering availability at each destination. It might be necessary to bring extra catering items with you out of MSP. This could include full meals, extra dry goods, specialty items, storage containers and a cooler with ice packs/ice for food storage. Schedulers can help coordinate out of MSP.

#### **FBO or Handler:**

Order Ice and catering at least 24 hours prior to departure. Be very specific with food/ingredient requests. International catering portions are generally smaller than US catering portions – adjust quantity accordingly.

#### **Non-Aviation Catering Options:**

Food safety must be considered when electing to use non-aviation providers. Sanitation and safe food handling practices must be considered, particularly the length of time perishables will be unrefrigerated from the time they are prepared to when they will be refrigerated again.

- a. Hotel:

If unsure of catering options provided by the FBO or handler, the hotel may be able to assist. If necessary, supply storage bags/containers to hotel for ease of packaging and transport. Plan to have catering delivered to lobby 30 minutes prior to check-out.

- b. Grocery or Market Shopping:

Some countries have very good grocery stores and open markets where unique and delicious catering items can be purchased. However, when doing this, use good judgment when deciding which vendors and types of food to do this with. Seek recommendations from hotel concierge or handler.

c. Restaurants:

Ask hotel concierge/ground handler for recommended restaurants. If possible, sample food at the restaurant prior to using.

### **3.4 CUSTOMS**

When returning to the U.S.A, pass out Customs Declaration form to passengers and crew. Passengers may need to get passports from carry-on bags in order to fill out forms. Flight Crew will work with customs agent to determine customs process.

### **3.5 REGULATED GARBAGE**

The US Animal and Public Health Information System regulates the following items on flights that enter the US from all other countries other than Canada.

- a. All food and plant materials that was not consumed.
- b. All wrappers/materials that came in contact with the food.
- c. All dishware that came in contact with the food.

These items are defined “regulated garbage” and must be handled/disposed of properly. Disposal of regulated garbage will be accomplished by Signature Flight Support MSP following international flights returning to base. At other US destinations, the Cabin Attendant will coordinate with the PIC and handler/FBO to ensure the proper disposal.

## **4 Safety Management**

### **4.1 SAFETY POLICY**

Target Corporation is dedicated to highly professional flight operations and safety is a core value at Flight Services. We will be persistent in continuously demonstrating high safety consciousness in our daily flight operations.

### **4.2 SAFETY REPORTING**

All crew members have a duty to openly and honestly report safety related events, hazards, and opportunities for improvement. You can be assured that such reports will be used in a constructive and non-punitive manner.

Cabin Attendants serving on Target Flight Services aircraft are trained in the use of our safety reporting system, have been provided with login credentials for submitting reports, and are fully empowered to make safety and ASAP reports. Safety and ASAP reports may be submitted the via following methods:

- a. Login to the Vocus safety system using your credentials.
- b. Email to [safetyreport@target.com](mailto:safetyreport@target.com).
- c. Phone call to the flight safety manager or a member of the safety committee.
- d. Obtain assistance from a flight crewmember to submit a report.
- e. Make an anonymous safety report by scanning this QR code:

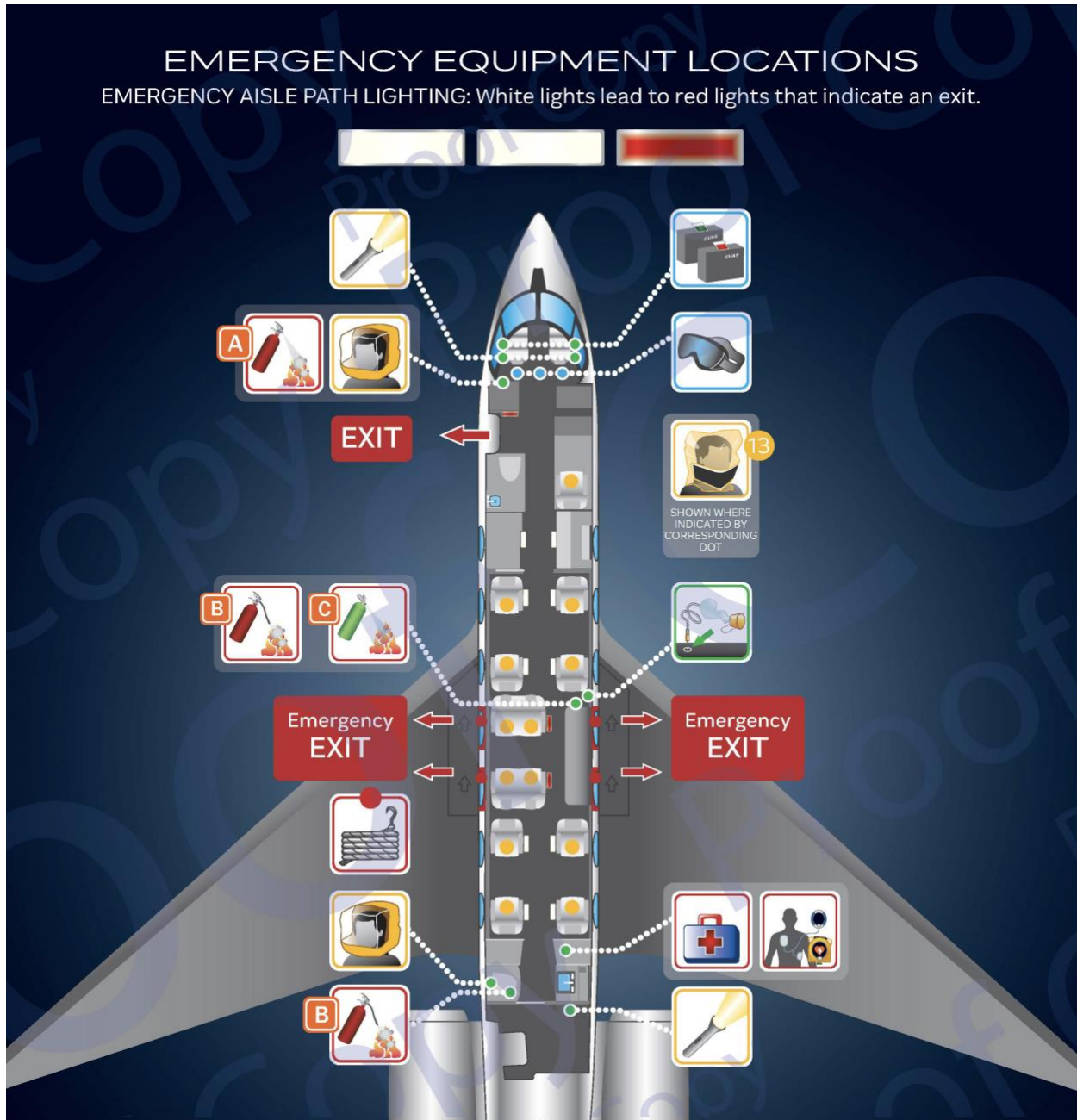


## **5      Emergency Equipment and Procedures**

Because the Cabin Attendant's primary responsibility is safety, they must be attentive to clues that might suggest a passenger is ill or in distress. Cabin Attendants must also be alert to things such as unusual noises and smells, smoke, sparks, abnormal aircraft maneuvering, and other signs that may signal a potential emergency. Effective crew resource management (CRM) is expected at all times. CRM means communicating with others and using all available resources (other crew members, aircraft equipment, Able-Body Passengers, manuals and checklist, MedAire, etc.).

## 5.1 EMERGENCY EQUIPMENT LOCATIONS

G600 (N183T)



G280 - 10 Seat Configuration (N484EM & N686BE)



**G280 – 8 Seat Configuration (N585PL)**





## **5.2 EMERGENCY EXIT OPERATION**

### **Over-Wing Window Exits**

- a. Assess outside conditions to establish exit is "CLEAR" – be sure window shades are open.
- b. Remove exit handle cover – cover located is located on the sidewall above each emergency exit window.
- c. Pull firmly down on the exit handle to release the exit.
- d. Pull the window in towards you.
- e. Set the window aside, so as not obstruct egress.
- f. Attach raft line, if required.

### **Main Entry Door**

- a. Assess exterior conditions from windows in the cockpit or cabin or use the door viewing port to establish the exit is clear of hazards.
- b. **G600-** Depress door rocker switch (located near the upper right corner of the door) to the open position, or  
**G280-** Depress the red lock release lever and pull exit handle all the way up, then push the door outward.
- c. Stand clear and wait for the door deploy to the open position.

### **Baggage Compartment Door**

Escape route to be used by PAX when instructed by a crewmember

- a. Assess conditions through AFT windows on aircraft left side prior to entering the baggage compartment.
- b. Depress the button on the handle and rotate the handle counterclockwise.
- c. Pull inward on the handle and slide the door up to the open position.

### 5.3 EMERGENCY LANDING & EVACUATION - LAND

1) Obtain Information from Captain

**T - Type of emergency**

**E - Evacuation will be necessary**

**S - Signals to be used and when**

**T - Time available for preparation**

**Who will make an announcement to passengers?**

- 2) Lights to Bright / Acoustic Doors and Curtains Open/Stowed
- 3) Situation Overview to Passengers - Distribute safety briefing cards.
- 4) Assign Yourself and ABP(s) a Seat - Reseat other passengers.
- 5) Brief ABP(s) on Exits- Over Wing, Main Cabin Door (Baggage Door if applicable). Have ABP(s) repeat instructions. Show flashlight locations.
- 6) Seat Belt Demo (attach Shoulder Harness if equipped) - Have passengers practice operation.
- 7) Brace Position Demo/Raise Headrests - Have passengers practice positions.
- 8) Smoke Hood Demo – Instruct passengers to retrieve them from under their seats and then wait for the “Brace” signal to don them.  
**Secure PBE at your seat.**
- 9) Secure Cabin and Galley/Raise Window Shades - Remove dangerous items from passengers and cabin (Belts with buckles, jewelry, sharp objects, etc.).
- 10) Additional Items - Place medical kit and survival items in waterproof bags and secure in cabin.
- 11) Buddy System - Do not forget yourself.
- 12) F/A Personal Preparation - Change clothes, void bladder
- 13) Review (time permitting) - Commands and procedures with passengers
- 14) Adjust Lights - To outside conditions
- 15) Advise Captain - When cabin is secure. Give total number of souls on board and your seat location.
- 16) After aircraft stops moving – Shout – **“Stay Seated”** Assess outside conditions and open exit(s).

**Evacuation Commands:** **“Open Seat Belts, Leave Everything, Come This Way, Get out, Run Away From the Aircraft”**

## 5.4 EMERGENCY LANDING & EVACUATION – WATER

1) Obtain Information from Captain

**T - Type of emergency**

**E - Evacuation will be necessary**

**S - Signals to be used and when**

**T - Time available for preparation**

**Who Will Make Announcement to Passengers?**

**(Remind other crewmembers to don life vests)**

- 2) Lights to Bright / Acoustic Doors and Curtains Open/Stowed
- 3) Situation Overview to Passengers – Distribute safety briefing cards.
- 4) Life Vests - DO NOT INFLATE INSIDE CABIN – Don vest and demo to passengers.
- 5) Assign yourself and ABP(s) a Seat – Reseat other passengers.
- 6) Brief ABP(s) on Life Rafts First, then Primary and Secondary Exit Operations - Have ABP(s) repeat instructions back to you. Show flashlight locations.
- 7) Seat Belt Demo (attach Shoulder Harness if equipped) – Have passengers practice operation.
- 8) Brace Position Demo/Raise Headrests – Have passengers practice operation.
- 9) Secure Cabin and Galley/Raise Window Shades – Remove dangerous items from passengers and cabin (Belts with buckles, jewelry, sharp objects, etc.)
- 10) Additional Items – Place medical kit and survival items in waterproof bags and secure in cabin.
- 11) Buddy System – Do not forget yourself.
- 12) F/A Personal Preparation – Change clothes, void bladder
- 13) Review (time permitting) – Commands and procedures with passengers
- 14) Adjust Lights – To outside conditions
- 15) Advise Captain – When cabin is secure. Give total number of souls on board and your seat location.
- 16) After aircraft stops moving – Shout – “Stay Seated” Obtain life raft. Assess conditions. Secure to the nearest exit. Open over-wing exit(s) and deploy raft.

**Evacuation Commands:** “Open Seat Belts, Leave Everything, Come This Way, Get out, Inflate Your Vest On the Wing, Follow the Line to the Raft”

## **5.5 SICKNESS AND MEDICAL EMERGENCIES**

### **Scene Safety**

1. Look for hazards and eliminate or reduce them, as able.

### **Check Victims Responsiveness**

1. Gently Shake victim's shoulders.
2. Call to victim.
3. Ask for help from Executive Services or passengers.
4. Notify Pilots.

### **Not Responsive and Not Breathing Normally**

1. Get AED and apply to victim, follow AED prompts.
2. Start CPR.

### **Responsive and/or Breathing Normally**

1. Obtain a crew iPad and proceed with the MedAire App's Assistance tab, or call MedAire/MedLink\*.
2. If unable to contact MedAire, consult the "MedAire Manual of In-Flight Medical Care". This manual is co-located with the other medical equipment (EMK, AED, etc.)

### **\*MEDAIRE/MEDLINK: 1-602-281-3317**

The MedAire Emergency Kit is to be opened ONLY under the direction of MedAire or by medically trained Target Executive Services personnel. Do not permit the kit to be opened by other individuals. MedAire prescription medications should not be administered without the advice of a MedAire physician or by trained Executive Services personnel.

The aircraft is equipped with a first aid kit for routine, minor medical needs.

## 5.6 SILENT REVIEW

1. What is my brace position?
  - Hands under thighs, head down (or back if in AFT facing seat)
2. What is my “brace” signal in an emergency?
  - “BRACE”
3. What is my assigned exit and how do I open it?
  - The four window exits (G600)
  - One window exit (G280)
4. What do I do if the exit is blocked?
  - Redirect passengers
5. What is my evacuation signal?
  - “EVACUATE”
6. What are my evacuation commands?
  - “REMAIN SEATED”

## 5.7 BRACE POSITION

1. Feet should be flat on the floor.
2. Seatbelt should be low and snug across the hips.
3. If available, shoulder harness should be securely fastened to seatbelt.
4. Aft facing passengers – press head back into headrest.
5. Forward facing passengers *with* shoulder harness – head and chin tucked to chest, palms tucked under thighs with palms up.
6. Forward facing passengers *without* shoulder harness- bend forward and grasp wrists behind knees, bend down.
7. Forward and aft facing passengers – place hands under thighs.

## 5.8 FIRE

1. Locate and identify.
2. Report to pilots or have passenger report it.
3. Don PBE.
4. Grab fire extinguisher, fight fire.
5. If a portable electronic device is overheating/smoking/on fire, utilize fire bag and Firebane liquid, as appropriate.
6. Monitor fire.
7. Administer first aid, if needed.

## 5.9 LOSS OF PRESSURIZATION

1. Call out “PUT MASK ON, FASTEN SEATBELT”.
2. Don nearest available mask and sit down and fasten seatbelt.
3. Be prepared for steep descent.
4. Upon release from pilots, check on passengers and render assistance.
5. Report aircraft and passengers’ status to cockpit.
6. Monitor cabin, keep pilots informed.
7. Be prepared for aircraft diversion.

## 5.10 BOMB THREAT – SUSPICIOUS OBJECT

1. Alert Flight Crew.
2. Do not touch or move object.
3. Secure cabin and galley.
4. Move passengers as far away from the object as possible.
5. When instructed from the cockpit crew:
  - a. Instruct passengers to leave all personal belongings.
  - b. De-plane passengers through main entrance door.
  - c. Assemble passengers at least 500 feet from aircraft.

## **5.11 HIJACK**

1. Remain calm and professional.
2. Report to flight deck when able.
3. Control passengers.
4. Be non-threatening to hijacker.
5. Keep hijacker informed at all times.
6. Gather information.
7. After incident, do not talk to media.

## **5.12 OVEN FIRE (G600)**

Because an oven can create both smoke in the cabin and an on-board fire, it is critical that the Cabin Attendant be attentive while preparing food. Should an oven fire start, do the following:

1. Leave the oven door closed.
2. Turn the oven off.
3. Notify PIC.
4. Obtain the Halon fire extinguisher.
5. Obtain smoke hood or crew PBE, if conditions warrant.
6. Fight the fire, if necessary.

## **Smoke Evacuation Valve Panel and Handle**

Activation of the smoke evacuation valve handle is strictly an emergency procedure and should only be initialized under the direction of the PIC.

## **5.13 TURBULENCE**

Illumination of the *No Smoking* sign indicates the Cabin Attendant should be seated. If conditions worsen without warning, sit down, fasten your seatbelt and shoulder harness (if available) and instruct the passengers to do the same. Depending on the conditions, this may mean taking any available seat rather than the designated Cabin Attendant seat. Use caution at all times during turbulent conditions so as to keep yourself and passengers safe from harm.

## 5.14 PHONE GUIDE

### Wi-Fi Calling (preferred method)

Personal phones can be used for sending and receiving calls if Wi-Fi calling is enabled in the phone's cellular settings. For iOS devices: Settings > Cellular > Wi-Fi Calling "On". For Android devices: Phone App > Menu Icon > Settings > Wi-Fi Calling "On".

### Satellite Phone Calling:

#### G600:

There is no handset in the cabin for satellite phone calls. Use Wi-Fi calling on a personal phone or ask the cockpit crew to make a satellite phone call from the cockpit.

#### G280:

##### Dialing Air to Ground:

North America to North America: 1 + (Area Code) + Number

North America to International: 011 + Country Code + City Code + Number

International to North America: 00 + Country Code + Area Code + Number

International to International: 00 + Country Code + City Code + Number

<b>Answer Call</b>	Press SND
<b>Hold</b>	Press HOLD
<b>Off Hold</b>	Press HOLD
<b>End Call</b>	Press END

## 6 Forms and Supplements

### 6.1 FAA-REQUIRED PASSENGER BRIEFING ELEMENTS

- a. Smoking: Each passenger shall be briefed on when, where, and under what conditions smoking is prohibited. This briefing shall include a statement, as appropriate, that the Federal Aviation Regulations require passenger compliance with lighted passenger information signs and no smoking placards, prohibit smoking in lavatories, and require compliance with crewmember instructions with regard to these items;
- b.
- c. Safety belts and shoulder harnesses: Each passenger shall be briefed on when, where, and under what conditions it is necessary to have his or her safety belt and, if installed, his or her shoulder harness fastened about him or her. This briefing shall include a statement, as appropriate, that Federal Aviation Regulations require passenger compliance with the lighted passenger sign and/or crewmember instructions with regard to these items;
- d.
- e. Emergency exits: Each passenger shall be instructed on the location and means for opening the passenger entry door and emergency exits;
- f.
- g. Survival equipment: Each passenger shall be instructed on the location of this equipment.
- h.
- i. Ditching procedures and flotation equipment: Each passenger shall be instructed on the location and use of this equipment for overwater flights that will be more 100 miles from shore.
- j.
- k. Oxygen equipment: Each passenger shall be instructed on normal and emergency use of this equipment

**Passenger safety card:** Each passenger shall be instructed on location of the card and shown what the card looks like.

### 6.2 CABIN MANAGEMENT/CABIN SETUP CHECKLIST

#### a. Cabin Management System G600:

1. Lighting
  - Select appropriate pre-select for night or day and/or manually configure individual lights as desired.
  - Turn on stair lights for boarding at night.
  - 
  - Note that vestibule lighting will need to be dimmed prior to taxing at night, so as not to interfere with cockpit light levels.
2. Water System
  - Turn on all systems.
  - Purge water from all faucets.
  - Turn on water heaters.
3. Monitors and sound



- Confirm forward and aft monitors are on and ready to play the automated passenger safety briefing.

**b. Cabin Management System G280:**

1. Lighting
  - Powers up automatically in the Start Up pre-select. Select other pre-selects or manually configure as desired.
  - Shades – Manually raised (as needed).
2. System
  - Water System - Confirmed on. Control is located in upper cabinet behind Captain's seat.
  - Monitors- Confirm forward and aft monitors are on and ready to play the automated passenger briefing.
3. Connectivity
  - Log on to aircraft Wi-Fi (Password: Bullseye) to confirm it is operational and report any issues to crew.
  - Turn on Wi-Fi calling on your personal phone and ensure you can make calls in the event of an emergency.
  - Confirm Internet Connectivity Cards are present at each seat and review (see next page).



## Internet Connectivity Guide

Internet Wi-Fi password: **Bullseye**

Network name: **Internet**

### Tips for maximizing internet speed:

- Limit the number of devices that you connect to the internet if possible.
- Only use VPN when needed while on the aircraft as this can drastically reduce internet speed.
- Close out unnecessary apps and windows on devices.
- Set your devices to **Low Data Mode (iOS) or Metered Mode (Android)** to improve internet performance.
- There will be certain areas of the world where internet won't be available due to satellite coverage or security purposes. If you're unsure if your trip's internet accessibility will be affected, please ask your flight crew.
- If you're having trouble connecting to the Wi-Fi, please ask your flight crew for help.

### Configuring iOS device to use Low Data Mode on aircraft Wi-Fi network:

1. Go to Settings and tap Wi-Fi.
2. Tap the Info button next to the Wi-Fi network that you're connected to.
3. Turn on Low Data Mode.

### Configuring Android device to use Metered mode on aircraft Wi-Fi network:

1. Go to Settings > Connections > Wi-Fi.
2. Select the "Available Network" Wi-Fi network that you want to configure as Metered using a long press > Select Manage Network Settings > Advanced > Metered > Select "Treat as metered".
3. If already connected to the Wi-Fi network that you want to change to Metered, then short press on Wi-Fi network name under "Current network" > Advanced > Metered > Select "Treat as metered".