



# TARGET FLIGHT SERVICES CREW POST ACCIDENT/INCIDENT PROCEDURES

Company Confidential

Guidance for proper procedure in the event of an aircraft accident or incident

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Target Flight Services Crew Post Accident/Incident Procedures and all related forms, templates and reports are for internal use only.

All information contained within these guidelines is the property of Target Flight Services and may not be shared with any individual or party outside of the company.

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**REVISED:** January 2025

**ISSUE DATE:** 7Jan25

## REVISION HIGHLIGHTS

Changes that have been added, revised or deleted are outlined below together with the highlights of the revision.

Section	Description of Change
Entire Document	<ul style="list-style-type: none"><li>• Updated format and content to lead the crew to the new Tactical Emergency Response Plan (TAC ERP).</li><li>• Eliminated content that was duplicated in the new TAC ERP.</li><li>• Updated all references of TFS Crisis Response Plan to the new Target Tactical Emergency Response Plan.</li><li>• Updated all references of ARINC to ForeFlight and Jeppesen Dispatch</li><li>• Updated all references of FOS to TripPlanning.biz</li><li>• Removed references to pulling the CVR circuit breaker. Crew should only pull circuit breakers according to the manufacturer checklist or if directed to by the NTSB or FAA.</li></ul>
Record of Revision	<ul style="list-style-type: none"><li>• Removed record of revision and updated this section as “Revision Highlights.” This reflects our policy of creating electronic documents versus paper manuals.</li></ul>
Table of Contents	<ul style="list-style-type: none"><li>• Removed. Determined the document was small enough that a TOC was not needed.</li></ul>
NTSB 830	<ul style="list-style-type: none"><li>• Removed. Please use most updated NTSB 830 document from the <a href="http://ecfr.gov">ecfr.gov</a> website.</li></ul>

## ***IMMEDIATE ACTIONS***

- **Assist Passengers in evacuating AC to safe location**
- **If able, gather needed supplies and medical equipment**
- **Contact 911, MedLink or emergency responders**
- **Attend to immediate medical needs of passengers**
- **Prepare visual distress signals if in remote area**
- **Call Fireside Partners 302-613-2020 (Fireside will notify Director, Chief Pilot, DOM, or C3)**
  1. **Provide name, aircraft, location.**
  2. **Provide extent of injuries to crewmembers and passengers.**
  3. **Provide approximate time of accident and or incident.**
  4. **Provide extent of aircraft damage (major/minor hull.)**
  5. **Brief description of the accident and or incident.**

Please do not discuss the details of the accident or incident with anyone other than Fireside and/or Sr. Director of Flight Services or a Chief Pilot. The only exception to this rule is the disclosure of information that may assist in locating and/or providing emergency assistance to individuals involved in an accident or incident.

You are not required to complete a written statement at this time.

You are not required to brief any investigator or emergency responder at this time.

**Crewmembers should rigorously control cellphone for further company communications.**

Inevitably in such a situation, everyone will want to talk to you. However, please refrain from taking such calls from colleagues to prevent miscommunication, especially in the immediate aftermath.

**NEVER make a statement to the press.**

**Simply state” I’m not a Target spokesperson, but let me get you to someone who is” Have them call 612-696-3400 or email [Press@target.com](mailto:Press@target.com)**

If in doubt, consult with C3 and/or confirm the identity of any airport official, rescue personnel and/or hospital staff. Make every effort, if possible, to preserve and document the aircraft's condition immediately following the mishap.

Local emergency personnel will assist with the preservation of the aircraft in accordance with NTSB 830. NOTE\* The NTSB has very strict directives concerning the distribution and dissemination of any information regarding an accident or incident including photographs.

The crew must be available for alcohol and drug testing following an accident or incident. FAR's require crew be available within 2 hours of the event for alcohol testing and 32 hours for drug testing.

## **SECONDARY ACTIONS**

1. **Initiate Tactical Emergency Response Plan (Tac ERP):** Refer to Tac ERP and specifically the Checklist titled "Crew Post Aircraft Accident Procedures." The designated Emergency Director will take the lead, and you should report to them.
  - a. Strategic Overview: In the event a Target owned, or contracted aircraft is involved in an aviation accident/incident, TFS Leadership and Target Corporate Command Center (C3) will immediately engage the Tactical Emergency Response Plan to effectively manage all internal and external communications and protocols to show compassion and respect for all affected parties.
2. **Keep your crew members together:**
  - a. Procure rest facilities away from the airport.
  - b. Another available option is a hospital stay. Inform medical personnel of your situation and your desire to get some rest. Specify those individuals permitted to visit. Consider post-traumatic stress disorder and ask for assistance from Target Flight Services and/or C3.
3. **Family Notification:** Initial family notification will be done by Fireside. Follow-up communication will be coordinated using the Tac ERP process.
4. **Local Law Enforcement Response:** Local officers may be present following an aircraft accident or incident. Often, their participation is limited to securing the scene for investigators. In the event they are the first officials with whom you come into contact be advised FAR 61.3 requires that you present **BUT NOT SURRENDER** your Airman Certificates to federal, state and/or local law enforcement officers upon request. Make NO statements to and answer no questions from any officer concerning the event. Your GOAL is to be cooperative but firm in the position that you will not discuss the event until you have proper Target representation.
5. **Document Retention:** Make copies of all documents, retain all electronic data both iPad and iPhone. These documents can prove invaluable as you reconstruct the various aspects of your flight.
6. **Crew Statements:** All written statements should be sent to the Sr. Director of Flight Services or the Emergency Director. They will coordinate with Fireside and Legal and then provide that information to the FAA and NTSB as required.

7. **ASAP Reports:** The crew is strongly encouraged to file an ASAP report within 24 hours. If extenuating circumstances exist, the time frame will be extended. Consider and consult with Target Aviation Safety Manager about NASA ASRS reporting deadlines of 10 days and criteria.
8. **Investigator Interactions:** In the days following an event, many activities will take place around you that involve different parties to the investigation. For instance, you may find yourself near NTSB, FAA and Target representatives even though you are not directly participating in the investigation. It is imperative that you refrain from interacting with these investigators either publicly or privately. NTSB will interview pilots during the investigation.
9. **Events in foreign countries:** Given the global operating environment of our operations, you may be involved in an accident or incident in a foreign country. Be advised the aviation regulations of foreign countries that govern investigation protocol may vary greatly from United States law. Therefore, if you can do so, keep the crew together and leave the immediate area. If possible, make your way to the nearest United States Embassy or Consulate as quickly as possible. It is critical that you take advantage of every opportunity to protect yourself and your crew from being prosecuted in a country with no formal accident investigation process and ultimately subjected to an arbitrary criminal court proceeding.

### ***EXPECTED CREW INVOLVEMENT***

Crewmembers who have been involved in an aircraft accident or incident may expect the following:

1. An NTSB interview will be conducted as soon as the crew is deemed ready by appropriate medical and Target representatives.
2. The crew will be required to submit formal written statements to the NTSB.
3. The crew could be asked to participate in telephone interviews with various parties to the investigation including Target, the FAA/NTSB and insurance carriers.
4. The crew is strongly encouraged to submit an ASAP/ASRS report.
5. Crew return to duty will be coordinated through the Tactical ERP process.

## ***INTERVIEW GUIDELINES***

1. **Never talk to any outside party without a Target Flight Services colleague present.**
2. During an NTSB interview, you will have the final say as to the inclusion of additional parties who may participate or listen to the interview. All other parties including the FAA, Insurance and Target may be excluded at the request of the pilot. Parties other than the NTSB are prohibited from questioning you as they may be attempting to identify an FAR violation. The on- scene FAA representative is not authorized to promise anything.
3. Do not permit the use of recording devices of any kind during any questioning or interview.
4. **ALWAYS TELL THE TRUTH;** It is the most powerful tool you have.
5. Keep your answers short and to the point. Strictly the facts and never guess.
6. You are required to show but not surrender your certificate to a federal inspector or law enforcement official.

## ***MAJOR POINTS TO REMEMBER***

1. Contact Fireside Partners and Target Flight Services immediately. They will contact appropriate authorities internal/external.
2. Do not make statements or give any interviews until you are deemed ready and are accompanied by a Target colleague.
3. Contact your family, let them know your status and advise them of TFS "point of contact" in the event they need assistance.
4. Copy any documents relating to the flight. Retain all electronic data to include email, ForeFlight, Jeppesen, Tripplanning.biz., and Universal (Do not write personal notes on these documents.)