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Class 3 Document	三级文件 Key Information Confidentiality Loss Events Emergency Plan	版本号: Version number:	A/1

# 关键信息保密性缺失类

## Key Information Confidentiality Loss Events Emergency Plan

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## 1. 总则

### 1. General

#### 1.1. 目的

##### 1.1. Purpose

为了进一步提高我司预防和控制，关键信息保密性缺失类事件的能力和水平，减轻或消除关键信息保密性缺失类事件的危害和影响，结合公司关键信息保密性管理实际，制定本应急预案手册。

This Manual is hereby formulated based on the Company's key information confidentiality management practices, so as to further improve the ability and level of the Company in preventing and controlling key information confidentiality loss events and to reduce or eliminate the hazards and impacts of key information confidentiality loss events.

#### 1.2. 依据

##### 1.2. Basis

依据公司制定的《业务连续性管理标准》及国家标准《GB/T 24363 信息安全技术 信息安全应急响应计划规范》，制定此应急预案手册。

This Manual is formulated according to *Business Continuity Management Standard* prepared by the Company and GB/T 24363 *Information Security Technology - Specifications of Emergency Response Plan for Information Security*.

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### 1.3. 适用范围

### 1.3. Applicable Scope

本预案手册适用于四川科道（含生产中心、研发中心）范围内，可能对公司业务运行产生重大负面影响的，关键信息保密性缺失类事件。

This Manual is applicable to key information confidentiality loss events within KEYDOM (including Production Center and R&D Center), which may have a significant negative impact on the Company's business operation.

目前评估的此类事件具体如下文，后续将定期根据运行情况、安全风险评估结果、业务连续性管理风险评估结果，评审文件适宜性。

Such events are evaluated as follows, and the suitability of documents will be evaluated periodically according to the operation status, security risk assessment results and business continuity management risk assessment results.

#### 1.3.1. 数据保密性缺失类事件

#### 1.3.1. Data Confidentiality Loss Events

- 此事件中的数据指用于个人化卡片的持卡人数据、客户敏感信息、企业经营数据、研发源代码及设计数据等。
- The data in such events refer to the cardholder data, customer sensitive information, business operation data, research and development source code and design data for personalized cards.
- 如下数据保密性缺失类事件适用于本预案手册：
- The following data confidentiality loss events are applicable to this Manual:

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- a. 因非法入侵、病毒感染、人员泄密等因素，导致数据被非授权访问、恶意使用或篡改。
- a. unauthorized access, malicious use or tampering of data due to illegal invasion, virus infection, personnel leak and other factors.
- b. 因灾害事件（洪水、火灾、雷击、设备损坏等），导致数据暴露在非受控环境中。
- b. exposure of data to uncontrolled environment due to disaster events (such as flood, fire, lightning strike and equipment damage).

### 1.3.2. 密钥保密性缺失类事件

### 1.3.2. Key Confidentiality Loss Events

- 密钥应用于加密持卡人数据，或将密文持卡人数据转换为明文数据的过程。
- The key shall be applied to cardholder data or the process of encrypting or converting encrypted cardholder data into plaintext data.
- 如下密钥保密性缺失类事件适用于本预案手册：
- The following key confidentiality loss events are applicable to this Manual:
- a. 因非法入侵、病毒感染，导致密钥设备及其组件成分被非授权使用或篡改。
- a. unauthorized use or tampering of key equipment and its components due to illegal invasion and virus infection.
- b. 因灾害事件（洪水、火灾、雷击等），导致密钥设备及组件成分暴露在非受控环境中。
- b. key equipment and component components are exposed to uncontrolled environment due to disaster events (such as flood, fire and lightning strike).

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### 1.3.3. 卡及敏感材料与终端产品保密性缺失类事件

### 1.3.3. Confidentiality Loss Events Regarding Cards, Sensitive Materials and Terminal Products

- 卡：印有版面的卡基、卡片
- Card: card base and card printed with layout
- 敏感材料：全息标、签名条、安全芯片等
- Sensitive materials: holographic labels, signature strips, security chips, etc.
- 终端产品：POS 机及其安全组件

Terminal products: POS Machines and Their Safety Components

- 如下卡及敏感材料与终端产品及其安全组件保密性缺失类事件适用于本预案手册：
- The following cards, sensitive materials, terminal products and their security components are applicable to this Manual:
  - a. 因恶意非授权访问，导致卡及敏感材料与终端产品及其安全组件批量性遗失。
  - a. mass loss of cards, sensitive materials, terminal products and their security components due to malicious unauthorized access.
  - b. 因灾害事件（洪水、火灾、雷击等），导致卡及敏感材料暴露在非受控环境中。
  - b. cards and sensitive materials are exposed to uncontrolled environment due to disaster events (flood, fire and lightning strikes).

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## 2. 角色与职责

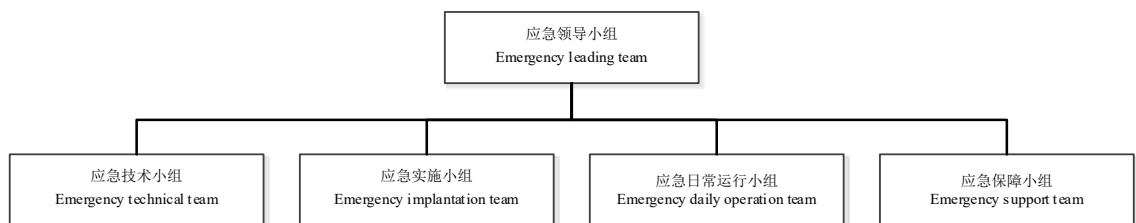
## 2. Roles and Responsibilities

### 2.1. 应急管理组织架构

### 2.1. Emergency Management Organizational Structure

如下为关键信息保密性缺失类事件，通用的应急管理组织，各小组成员、成员联系方式的详细信息，根据关键信息保密性缺失类事故的，具体风险场景的不同而不同，详见附件。

The following are general emergency management organizations and contact details of each team member pertinent to key information confidentiality loss events. Specific risk scenarios are different according to key information confidentiality loss events. See the attachment for details.



### 2.2. 职责

### 2.2. Responsibilities

如下为应急管理各小组，针对关键信息保密性缺失类事件所需承担的职责。每个小组成员均设有 A、B 角，确保人员可用性。

The following are the responsibilities to be undertaken by emergency management teams in response to events such as key information confidentiality loss. Each team member includes role A

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and B to ensure the availability of personnel.

功能小组 Functional team	职责 Responsibilities	组成 Composition
应急领导小组 Emergency leading team	<p>a) 分析紧急状态，确定相应报警级别，根据相关危险类型、潜在后果、现有资源控制情况，确定行动类型；</p> <p>a) analyze emergency state to determine corresponding alarm level, and controlling emergency action type according to relevant hazard type, potential consequence, and the existing resources;</p> <p>b) 应急反应组织的启动，指挥、协调各类应急反应行动，与外部应急反应人员、部门、组织和机构进行联络；</p> <p>b) start emergency response organization, command and coordinate all kinds of emergency response actions, and communicate with external emergency response personnel, departments, organizations and institutions;</p> <p>c) 直接监督检查应急操作人员行动，协调后勤方面以支援应急反应组织；</p> <p>c) directly supervise and inspect the actions of emergency operators and coordinate logistics to support emergency response organizations;</p> <p>d) 应急评估、确定升高或降低应急警报级别，并通报外部机构，决定是否请求外部援助；</p> <p>d) emergency assessment, determining whether to raise or lower the emergency alert level, and informing external agencies to decide whether to request external assistance;</p> <p>e) 决定应急撤离，决定事故现场外，影响区域的安全性。</p> <p>e) determine emergency evacuation, and determining the safety of off-site affected area.</p>	<p>由公司的总经理或其授权人员担任组长，各职能部门根据职责不同，担任各成员</p> <p>The general manager of the company or his authorized personnel shall serve as the team leader, and each functional department shall serve as each member according to its different responsibilities.</p>
应急实施小组 Emergency implementation team	<p>a) 接收事故、灾难预警；</p> <p>a) receive early warning of accidents and disasters;</p> <p>b) 定位突发事故、灾难并进行初始处理和保护；</p> <p>b) locate sudden accidents and disasters and carrying out initial treatment and protection;</p> <p>c) 实施应急预案；</p> <p>c) implement contingency plans;</p> <p>d) 报告所负责范围内的，应急处置进展状况，和事态发展情况；</p> <p>d) report the progress and development of emergency response within the scope of responsibility;</p> <p>e) 组织灾难恢复工作。</p> <p>e) organize disaster recovery work.</p>	<p>管理归属部门负责人担任组长，部门组成人员为成员</p> <p>The person in charge of the management and attribution department serves as the team leader, and the department members are</p>

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密级: 1 级 内部

功能小组 Functional team	职责 Responsibilities	组成 Composition
		members.
应急日常运行小组 Emergency daily operation team	a) 应急监控系统的运行和维护（报警、监测系统等）； a) conduct operation and maintenance of emergency monitoring system (alarm, monitoring system, etc.); b) 应急基础资源的保障与维护（例如消防系统、备份系统与资源等）； b) ensure guarantee and maintenance of emergency basic resources (e.g. fire protection system, backup system and resources, etc.); c) 保护事故现场，对现场的有关实物资料进行取样封存； c) protect the scene of the accident and sample and seal the relevant physical data on site; d) 进行事故调查及相关人员的责任，对相关人员进行处罚、教育、总结； d) conduct accident investigation and responsibilities of relevant personnel, and punish, educate and summarize relevant personnel; e) 参与协助灾难恢复工作。 e) participate in disaster recovery assistance.	由公司安全策略部负责人担任组长，部门人员为成员 The head of the Company's security strategy department is the team leader, and the department personnel are the members.
应急技术小组 Emergency technical team	a) 评估事故、灾难发展事态、影响范围、严重程度、恢复情况等； a) assess the accident, disaster development, impact scope, severity, recovery, etc.; b) 提供事故定级、备份站点切换等决策建议； b) provide decision-making suggestions such as accident classification and backup site switching; c) 根据事故现场的特点，及时向应急总指挥，提供科学的技术方案和技术支持，有效地指导应急反应行动中的技术工作。 c) provide the emergency commander in chief with scientific engineering technology plan and technical support in time, and guide technical job in emergency response effectively.	A/B/C 类由安全策略部负责人担任组长，D 类由质量管理部负责人担任组长，各部门技术人员为成员 Category A/B/C is headed by the head of the safety strategy department, category D is headed by the head of the quality management

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密级：1 级 内部

功能小组 Functional team	职责 Responsibilities	组成 Composition
		department, and technical personnel of each department are members.
应急保障小组 Emergency support team	a) 负责与政府相关单位、上级主管单位等相关部门，及其下级分支机构之间的联络协调工作； a) responsible for liaison and coordination with relevant government units, higher-level competent units and other relevant departments, as well as their lower-level branches; b) 负责协调后勤资源，提供快速的和充足的后勤支持； b) responsible for coordinating logistics resources and providing fast and sufficient logistics support; c) 提供法律知识支持，审查对外公告的信息的法律符合性； c) provide legal knowledge support and review the legal compliance of information announced to the public; d) 做好受伤人员医疗救护的跟踪工作； d) do a good job in tracking the medical rescue of the injured; e) 与保险部门一起做伤亡人员及财产损失的理赔工作； e) perform compensation for casualties and property losses together with insurance department; f) 慰问伤亡人员及家属。 f) provide condolences to the victims and their families.	组长由公司管理者代表担任，由其他相关职能部门人员为成员 The team leader shall be the management representative of the Company, and the personnel of other relevant responsible departments shall be members.

## 2.3. 组织的外部协作

## 2.3. External Collaboration of the Organization

应与卡组织、客户、主要设备供应商、当地政府部门保持联络与协作，依据时间的影响程度，按需向卡组织、客户、主要设备供应商、政府部门需求支持。

Contact and cooperation should be maintained with card organizations, customers, major equipment suppliers and local government departments, and support should be requested from

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card organizations, customers, major equipment suppliers and government departments as needed according to the impact of time.

- 卡组织包含银联、Visa、MasterCard、Amex、JCB、GSMA 等。
- Card organizations include unionpay, Visa, MasterCard, Amex, JCB and GSMA.
- 客户包含与我司发生或即将发生实际业务,委托我司为其生产产品或提供服务的机构。
- Customers include institutions that have actual business with the Company or are about to happen and entrust the Company to produce products or provide services for them.
- 主要设备供应商则为加密机、服务器、网络服务供应商、生产设备、供电供水设备供应商。
- The main equipment suppliers involve encryption machines, servers, network service suppliers, production equipment, power supply and water supply equipment.
- 当地政府则主要为公安局、信息安全管理部门及相关政府机构。
- The local government is mainly the public security bureau, information security management department and relevant government agencies.

### 3. 预防和预警机制

### 3. Prevention and Early Warning Mechanism

#### 3.1. 预防

#### 3.1. Prevention

- 对所有员工执行严格的人员安全管理要求,确保人员的安全性。

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- Perform strict personnel safety management requirements for all employees to ensure personnel safety.
- 部署与维护门禁系统、报警系统及监控系统，确保所有的物理访问是授权且是遵循权限最小化原则。
- Deploy and maintain access control system, alarm system and monitoring system to ensure that all physical access is authorized and follows the principle of authority minimization.
- 不断完善和持续维持网络安全防御系统（防火墙、IDS、防病毒、域控服务器等）的合规性，合理配置网络设备，确保所有的物理和逻辑访问是授权且是遵循权限最小化原则。
- Constantly improve and continuously maintain the compliance of network security defense systems (firewalls, IDS, anti-virus, domain control servers, etc.), reasonably configure network equipment, and ensure that all physical and logical access is authorized and follows the principle of minimizing permissions.
- 严格执行产品流转、交接、存储、销毁过程的安全要求。
- Strictly implement the safety requirements for product circulation, handover, storage and destruction.

## 3.2. 预警

## 3.2 Early warning

针对公司各部门关键信息保密性要求合规性，设定各项检查。 加强对关键信息保密性管理要求的执行力度，及时发现潜在风险并督促整改。

According to the compliance of key information confidentiality requirements of various

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departments of the Company, various inspection items are set up, and meanwhile the implementation of key information confidentiality management requirements is strengthened to discover potential risks in time and urge rectification.

## 4. 应急响应流程

## 4. Emergency Response Process

### 4.1. 事件通告

### 4.1. Event Notification

#### 4.1.1. 信息通报

#### 4.1.1. Communications

- 1) 事件发生后，事件发生部门应立即报告应急实施小组；
- 1) After the event occurs, the eventt department shall immediately report to the emergency implementation team;
- 2) 应急实施小组定位突发事故、灾难的类型与性质后，提报应急技术小组共同进行事件影响分析；
- 2) After the emergency implementation team locates the type and nature of sudden accidents and disasters, it shall report to the emergency technical team to jointly carry out event impact analysis;
- 3) 对于评估为需要启动应急响应的事件，立即报告应急领导小组；
- 3) Report to the emergency leading group immediately for the events assessed as requiring emergency response;

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- 4) 应急领导小组在决定启动应急响应后，通知应急管理组织各组长，并通告事件的细节和需要完成的明确任务；
- 4) After deciding to start the emergency response, the emergency leading group shall notify the group leaders of the emergency management organization, and notify the details of the event and the clear tasks to be completed;
- 5) 应急管理组织各组长接到通知后，通知各小组成员并将所有适当的信息告知小组成员；
- 5) After receiving the notice, the team leaders of the emergency management organization shall notify the team members and inform the team members of all appropriate information;
- 6) 小组成员接到通知后做好应急响应的准备工作并按通知执行应急响应职责。
- 6) After receiving the notification, the team members shall prepare for the emergency response and perform the emergency response duties according to the notification.

#### 4.1.2. 信息上报

#### 4.1.2. Information reporting

对于怀疑的关键信息保密性缺失类事件，由应急领导小组结合事件定级结果决定并实施上报客户、监管机构及政府部门的行动。一旦确认关键信息保密性缺失事件的发生，必须在 24 小时内通知各相关卡组织，包含银联、Visa、MasterCard、AMEX、JCB、GSMA 等。

For suspected events of lack of confidentiality of key information, the emergency leading group shall decide and implement actions reported to customers, regulatory agencies and government departments in combination with the event grading results. Once the occurrence of loss of confidentiality of key information is confirmed, all relevant card organizations must be notified within 24 hours, including UnionPay, Visa, MasterCard, AMEX, JCB, GSMA, etc.

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#### 4.1.3. 信息披露

#### 4.1.3. Information Disclosure

- 根据关键信息保密性缺失类事故的严重程度，由应急领导小组及时指派应急保障小组指定接口人，向相关机构、新闻媒体发布相关信息。
- According to the severity of key information confidentiality loss event, the emergency leading group shall promptly assign the emergency support group to designate an interface person to release relevant information to relevant agencies and news media.
- 应急管理组织其他成员未经允许，不得擅自对外发布或泄露事件的任何信息。
- Other members of the emergency management organization shall not release or disclose any information about the event without permission.

#### 4.2. 事件定级

#### 4.2. Event Rating

保密性缺失类事件发生后，应急技术小组应对事件进行评估，按如下定级标准，确定事件级别，提报应急领导小组。

After the occurrence of confidentiality loss events, the emergency technical team shall evaluate the events, determine the event level according to the following grading standards, and report to the emergency leading group.

##### 4.2.1. 一般事件（1 级）

##### 4.2.1. General Events (Level 1)

造成事件发生的业务一定时间中断，且尚在公司对该事件监管部门的控制能力范围内，

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对业务部门的业务运营造成一定损害。

The business that caused the event was interrupted for a certain period of time and was still within the Company's control over the event supervision and management department, causing certain damage to the business operation of the business department.

#### 4.2.2. 重大事件（2 级）

#### 4.2.2. Major Events (Level 2)

造成事件发生业务部门所参与及涉及的业务全面中断，且尚在公司的控制能力范围内，对公司利益与声誉造成一定损害。

Events that cause a complete interruption of the business involved and involved by the business department, which was still within the control of the Company and cause certain damage to the Company's interests and reputation

#### 4.2.3. 特别重大事件（3 级）

#### 4.2.3. Special Major Events (Level 3)

造成公司相关业务全面中断，且超出公司的控制能力，对公司利益与声誉造成严重损害，对行业安全、社会公共利益造成一定损害。

Events that cause the complete interruption of the Company's related businesses (beyond the Company's control), cause serious damage to the Company's interests and reputation, and cause certain damage to industry safety and social public interests

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### 4.3. 应急启动

### 4.3. Emergency Start

事件发生时，应急响应启动前，应按需采取能力范围之内的控制措施，尽量减少损失。

When an event occurs, before the emergency response is started, control measures within the scope of capabilities shall be taken as required to minimize losses.

- 对于特别重大（3 级）以及重大（2 级）事件，应快速有序的启动应急响应，由应急领导小组发布应急响应启动指令。

For particularly significant (level 3) and significant (level 2) events, emergency response shall be started quickly and orderly, and the emergency leading group shall issue an emergency response start instruction.

- 对于一般（1 级）事件，通过日常监管和维护就可以解决的事件，则不需要启动应急响应。由事件发生部门协调安全策略部及相关部门按公司《安全事故报告及处置管理标准》直接处理。
- For general (level 1) events that can be resolved through routine supervision and maintenance, there is no need to initiate emergency response. The event department shall coordinate the safety strategy department and relevant departments to directly handle the event according to the company's "safety accident report and disposal management standard".
- 当一般（1 级）事件持续演化，发展为 2 级乃至 3 级事件时，也应及时启动应急响应。
- When general (level 1) events continue to evolve to level 2 or even level 3 events, emergency response should also be started in time.

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## 4.4. 应急处置

## 4.4 Emergency Response

应急响应启动后，应急实施小组应立即采取相关措施抑制事件的影响，避免造成更大损失。不同事件采取不同的应急处置方式，具体如下。

After the emergency response is started, the emergency implementation team shall immediately take relevant measures to restrain the impact of the event and avoid causing greater losses. Different events adopt different emergency treatment methods, as follows.

### 4.4.1. 数据保密性缺失类事件

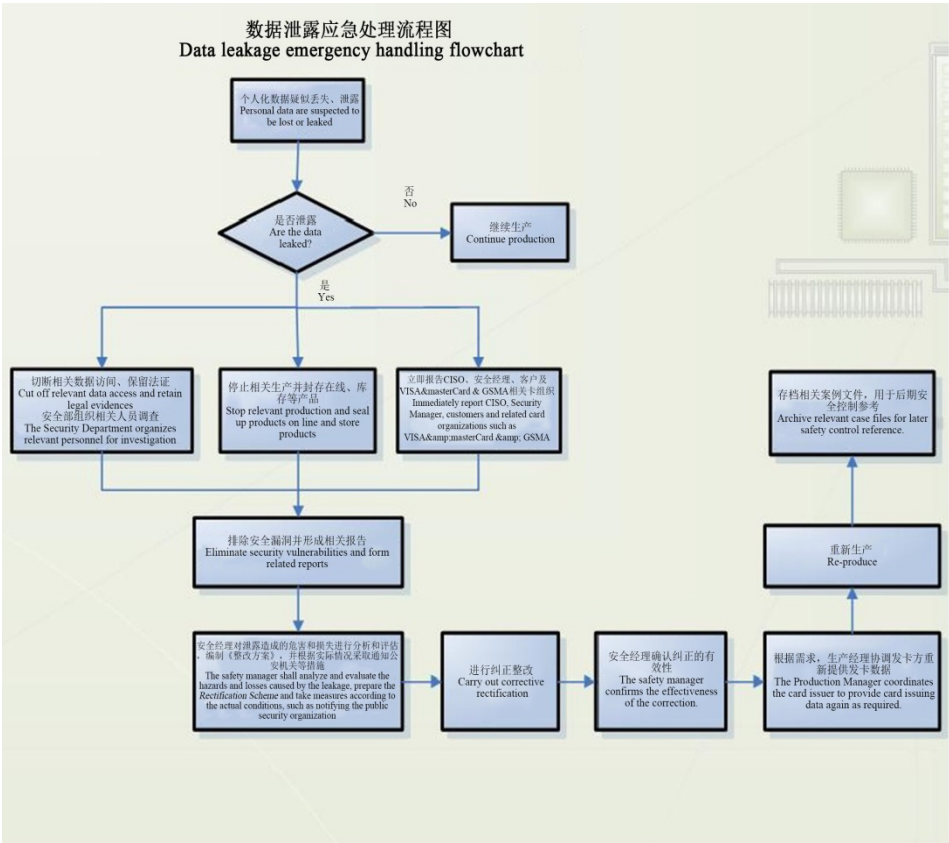
### 4.4.1. Data Confidentiality Loss Events

- 因非法入侵、病毒感染，导致数据被非授权访问、恶意使用或篡改，按如下流程处置。
- Due to illegal invasion and virus infection, the data has been unauthorized access, maliciously used or tampered with, and shall be disposed according to the following procedure.

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- 因灾害事件（洪水、火灾、雷击等），导致数据暴露在非受控环境中。
- Due to disaster events (floods, fires, lightning strikes, etc.), data are exposed to uncontrolled environments.
- a. 根据实际情况，在保障人身安全的前提下，保障数据安全。
- a. according to the actual situation, on the premise of ensuring personal safety, ensure data safety.
- b. 包含硬盘等存储介质的拔出与安全保存，设备的断电与拆卸、搬迁等。
- b. pull-out and safe storage of storage media including hard disks, power-off and removal of equipment, relocation, etc.

#### 4.4.2. 密钥保密性缺失类事件

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#### 4.4.2. Key Confidentiality Loss Events

- 因非法入侵、病毒感染，导致密钥设备及组件成分被非授权使用或篡改。
  - Due to illegal invasion and virus infection, key equipment and component components are used or tampered with without authorization.
- 1) 如果密钥泄露（已知或怀疑的），必须通知密钥管理组和发卡商。
  - 1) If the key is disclosed (known or suspected), the key management group and the card issuer must be notified.
  - 2) 密钥管理组成员立即通知密钥管理组所有成员、密钥经理、安全经理、CISO 及 VISA、MasterCard 和 GSMA 等卡组织。
  - 2) The members of the key management group immediately notify all members of the key management group, the key manager, the security manager, CISO and card organizations such as VISA, MasterCard and GSMA.
  - 3) 必须立即停止所有密钥相关活动，直到密钥泄露事件已解决。
  - 3) All key related activities must be stopped immediately until the key disclosure event has been resolved.
  - 4) 密钥管理组将对泄露事件执行详细的调查，并确认所有可能受影响的密钥。
  - 4) The key management team will conduct a detailed investigation into the leak and confirm all keys that may be affected.
  - 5) 一旦怀疑的密钥已确认，所有可疑的密钥和对应的实例将禁止用于以后的流程，即停止使用泄露密钥和衍生的密钥。
  - 5) Once the suspected key has been confirmed, all suspected keys and corresponding instances will be prohibited for subsequent processes, i.e. the use of leaked keys and derived keys will be stopped.

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6) 密钥管理组通知所有相关方所有受影响的或可疑的密钥、对应的衍生密钥以及被其加密的密钥，沟通销毁和再生成有关事宜。

6) The key management group shall notify all relevant parties of all affected or suspicious keys, corresponding derivative keys and keys encrypted by them, and communicate and destroy and regenerate relevant matters.

7) 撤销由可疑的或泄漏的密钥签名的数据，生成由新密钥签名的数据。

7) Revoke data signed by suspicious or leaked keys to generate data signed by new keys.

8) 开始恢复程序前，密钥管理组必须确认，已纠正所有可能的安全违反状况，所有设备的稳定性及可用性已验证。

8) Before starting the recovery procedure, the key management team must confirm that all possible security violations have been corrected and that the stability and availability of all equipment have been verified.

9) 生成新密钥作为泄露密钥的替换。

9) Generate a new key as a replacement for the leaked key.

10) 如果知道泄露的密钥但还没有证实，原则上应该停止涉及该密钥的所有活动，并更换该密钥。

10) If the leaked key is known but has not been confirmed, in principle, all activities related to the key should be stopped and the key should be replaced.

11) 如果密钥泄露，必须在 24 小时内通知卡组织及客户。

11) If the key is disclosed, the card organization and customers must be notified within 24 hours.

12) 密钥泄露相关延伸处理

## 12) Key Disclosure Related Extension Processing

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- a. 对于已泄露的密钥（包含密钥实体和其变量），必须记录其 KCV 值（校验值，Key Check Value），并且保持记录文件。
  - a. For the leaked key (including the key entity and its variables), the KCV value (Key Check Value) must be recorded and the record file must be kept.
  - b. 必须确保已泄露的密钥（包含密钥和其变量）不会被用于生产和测试环境中。
  - b. it must be ensured that the leaked key (including the key and its variables) will not be used in the production and testing environment.
  - c. 如果发生过密钥泄露，在进行密钥活动过程中，应对正在使用的密钥实体和变量的 KCV 值，与记录的已泄露 KCV 值进行核对，确保泄露的 KCV 值不会被使用。
  - c. if a key leak has occurred, the KCV values of the key entities and variables in use should be checked against the recorded leaked KCV values during the key activity to ensure that the leaked KCV values will not be used.
- 因灾害事件（洪水、火灾、雷击等），导致密钥设备及成分暴露在非受控环境中。
- Due to disaster events (floods, fires, lightning strikes, etc.), key equipment and components are exposed to uncontrolled environment.
- a. 根据实际情况，在保障人身安全的前提下，保障密钥安全。
  - a. according to the actual situation, on the premise of ensuring personal safety, ensure the security of the key.
  - b. 包含加密机、密钥组件成分存放柜的安全转移等。
  - b. safe transfer of storage cabinets containing encryption machines and key components, etc.

#### 4.4.3. 卡及敏感材料与终端产品及其安全组件保密性缺失类事件

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#### 4.4.3. Loss of confidentiality of cards, sensitive materials, terminal products and their security components

- 因恶意非授权访问，导致卡及敏感材料与终端产品及其安全组件批量性遗失。
- Due to malicious unauthorized access, cards, sensitive materials, terminal products and their security components are lost in batches.

1) 决定是否需要和用什么形式报告相关客户和卡组织。

1) Decide whether relevant customers and card organizations need to be reported and in what form.

向客户和卡组织的报告，要按客户和卡组织要求进行。首先，应在事故确认后的规定时间内，电话报告基本情况。在事故调查基本完成后，要以书面形式进行报告，其内容至少要包括：

Reports to customers and card organizations shall be made according to the requirements of customers and card organizations. First of all, the basic situation should be reported by telephone within the specified time after the accident is confirmed. After the accident investigation is basically completed, a written report shall be made, which shall at least include:

- a. 发行商（银行）名称，发行商的联系人姓名；
- a. the name of the issuer (bank) and the name of the issuer's contact person;
- b. 卡商名称和地址；
- b. name and address of the card dealer;
- c. 报告遗失或被盗的人的姓名和电话号码；
- c. the name and telephone number of the person who reported the loss or theft;
- d. 遗失和调查的有关详情；

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- d. relevant details of loss and investigation;
- e. 所有涉及的人及公司名称、联系方式;
- e. names and contact information of all involved persons and companies;
- f. 可以获得额外信息的联系人姓名和电话号码;
- f. names and telephone numbers of contacts who can obtain additional information;
- g. 事件完整详细的时间顺序表, 包括事项和采取的措施。
- g. a complete and detailed schedule of events, including matters and measures taken.

2) 决定是否需要和由谁报告公安机关

2) Decide whether and by whom to report to the public security organ

向公安机关报告, 首先要衡量案件价值和性质是否达到法定的立案标准; 其次要权衡在公司所在地报案还是在案发地报案。

To report to the public security organ, we must first measure whether the value and nature of the case meet the statutory filing standards. Secondly, it is necessary to weigh whether to report the case in the place where the company is located or in the place where the case originated.

3) 只要存在可能, 立即组织安排到现场追查寻找毁损和被盗、丢失的产品。

3) As long as it is possible, immediately organize and arrange to go to the scene to trace and find damaged, stolen and lost products.

此条是最有意义的行动。 案发后第一时间由安全部门组织相关方立即到达案发现场追寻, 有可能从根本上化解危机。

This article is the most meaningful action. The security department organized the relevant parties to arrive at the scene of the crime immediately after the crime, which may fundamentally resolve the crisis.

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4) 在追回毁损和被盗、丢失的产品后，立即通报相关各方，解除警报。

4) Immediately notify relevant parties after recovering damaged, stolen or lost products, and lift the alarm.

5) 对已经发生的无可挽回的损失，按与相关方协商确定的赔偿方案落实。

5) For irreparable losses that have already occurred, the compensation plan determined through consultation with relevant parties shall be implemented.

6) 积极公关

6) Positive Public Relations

在必要情况下，要积极保持与客户、卡组织和相关政府部门、媒体的密切沟通联系，寻求理解和配合，寻找最合适的解决办法，避免负面消息的传播，把客户和公司双方的损失降到最低点。

When necessary, we should actively maintain close communication with customers, card organizations, relevant government departments and media, seek understanding and cooperation, find the most appropriate solution, avoid the spread of negative news, and minimize the losses of both customers and the company.

➤ 因灾害事件（洪水、火灾、雷击等），导致卡及敏感材料暴露在非受控环境中。

➤ Due to disaster events (floods, fires, lightning strikes, etc.), cards and sensitive materials are exposed to uncontrolled environment.

a. 根据实际情况，在保障人身安全的前提下，保障卡及敏感材料的安全。

a. according to the actual situation, on the premise of ensuring personal safety, ensure the safety of cards and sensitive materials.

b. 安排人员在各出入口值守，禁止随意出入。

b. arrange personnel to be on duty at all entrances and exits, and prohibit random entry and

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exit.

- c. 恢复正常后，对所有卡、敏感材料进行重新点数确认。
- c. after returning to normal, recheck all cards and sensitive materials.
- d. 如发现疑似恶意事件，则立即启动恶意事件应急响应流程。
- d. if suspected malicious events are found, immediately start the malicious event emergency response process.

## 4.5. 后期处置

## 4.5 Subsequent Handling

- 应急处置工作结束后，应采取措施恢复业务，尽量减少损失。

After the emergency disposal, measures should be taken to resume business and minimize losses.

- 组织应急响应总结，总结重点可为事故发生的原因、相关责任人、应急准备响应措施中存在的问题及整改；形成报告，并存档。
- Organize the summary of emergency response, focusing on the causes of the accident, relevant responsible persons, problems existing in emergency preparedness and response measures and rectification; Form a report and keep it on file.

## 5. 应急响应保障措施

## 5. Emergency Response Safeguard Measures

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## 5.1. 人力保障

### 5.1 Human resource guarantee

加强数据安全、密钥安全及产品安全运行维护、监督人员的培养，强化安全宣传教育，培养和建立高素质的数据安全、密钥安全及产品安全管理团队。

Strengthen the training of data security, key security and product safety operation and maintenance, supervision personnel, strengthen safety publicity and education, and train and establish a high-quality data security, key security and product safety management team.

## 5.2. 技术保障

### 5.2 Technical guarantee

加强门禁系统、报警系统及监控系统、网络安全防御/控制系统、消防系统的投入和建设，进一步提高公司发现关键信息保密性缺失类事件的能力。 逐步完善应急管理各方面内容。

Strengthen the investment and construction of entrance guard system, alarm system and monitoring system, network security defense/control system, and fire protection system, and further improve the company's ability to discover key information confidentiality loss events. Gradually improve all aspects of emergency management.

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## 6. 培训、演练、评审、修订

## 6. Training, drill, review and revision

### 6.1. 培训与演练

### 6.1 Training and Drilling

按业务连续性管理计划中的规划，落实应急预案的培训、演练。

According to the plan in the business continuity management plan, implement the training and drills of the emergency plan.

### 6.2. 维护与修订

### 6.2. Maintenance and Revision

- 对应急预案进行定期评审和修订，至少每年一次。
- Periodically review and revise the emergency plan, at least once a year.
- 及时在应急预案中，反应业务流程的变化、人员的变更等内容。
- In a timely manner in the emergency plan, reflect changes in business processes, personnel changes, etc.
- 根据应急演练效果的评估结果，按需进行应急预案的修订。
- According to the evaluation results of emergency drills, the emergency plan shall be revised as required.

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	三级文件 Key Information Confidentiality Loss Events Emergency Plan	关键信息保密性缺失类	版本号: Version number:	A/1

## 7. 相关引用文件

## 7. Relevant reference documents

- 业务连续性管理标准
- Business continuity management standard
- 安全事故报告及处置管理标准
- Standard for Safety Accident Reporting and Disposal Management

## 8. 相关引用记录

## 8. Relevant citation records

- 预案演练总结记录
- Summary record of pre-plan drills

## 9. 附件

## 9. Attachments

- 附件 1 应急组织联系人清单——数据保密性缺失类事件
- Attachment 1 Contact List of Emergency Organizations-Data Confidentiality Loss Events
- 附件 2 应急组织联系人清单——密钥保密性缺失类事件
- Attachment 2 Contact List of Emergency Organizations - Key Confidentiality Loss Events

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- 附件 3 应急组织联系人清单——卡及敏感材料保密性缺失类事件
- Attachment 3 Contact List of Emergency Organizations - Loss of Confidentiality of Cards and Sensitive Materials
- 附件 4 外部联络信息
- Attachment 4 External Contact Information

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## 附件 1 应急组织联系人清单——数据保密性缺失类事件

### Attachment 1 Contact List of Emergency Organizations - Data

#### Confidentiality Loss Events

小组 Team 名称 Name	小组 Team 职位 Position	联系方式（主） Contact information (primary)				联系方式（备份） Contact Information (backup)			
		姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail	姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail
应急领导 小组 Emergency leading team	组长 Team leader	陈为民	8029	1397175 2835	chenwm@keydom.com.cn	唐联果	8042	1892746 2885	tanglg@keydom.com.cn
	组员 Team member	秦川	8019	1801153 3592	qinchuan@keydom.com.cn	刘劲松	8022	1898007 2233	liujs@keydom.com.cn
应急实施 小组 Emergency implementation team	组长 Team leader	郭明	8045	1582833 0286	Guom@keydom.com.cn	胡廷军	8027	1994948 4833	hutj@keydom.com.cn
	组员 Team member	何杨	8017	1588448 5640	hey@keydom.com.cn	黎青红	8009	1592872 9706	liqh@keydom.com.cn
	组员 Team member	杨彦清	8027	1366621 8515	yangyq@keydom.com.cn	吴建川	8021	1801153 3263	wujc@keydom.com.cn
	组员 Team member	刘玄	8013	1867234 0170	liux@keydom.com.cn	伍晶晶	8004	1522401 6603	wujj@keydom.com.cn

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	组员 Team member	熊磊	8039	18980597964	xiongl@keydom.com.cn	郭简华	8020	18280016204	guojh@keydom.com.cn
应急 日常 运行 小组 Emergency daily operation team	组长 Team leader	郭明	8045	15828330286	Guom@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn
	组员 Team member	何杨	8017	15884485640	hey@keydom.com.cn	黎青红	8009	15928729706	liqh@keydom.com.cn
	组员 Team member	刘玄	8013	18672340170	liux@keydom.com.cn	吴建川	8021	18011533263	wujc@keydom.com.cn
应急 技术 小组 Emergency technical team	组长 Team leader	唐联果	8042	18927462885	tanglg@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn
	组员 Team member	刘玄	8013	18672340170	liux@keydom.com.cn	吴建川	8021	18011533263	wujc@keydom.com.cn
应急 保障 小组 Emergency support team	组长 Team leader	秦川	8019	18190835097	qinchuan@keydom.com.cn	郭明	8045	15828330286	Guom@keydom.com.cn
	组员 Team member	熊磊	8039	18980597964	xiongl@keydom.com.cn	何贞	8012	18011533592	hez@keydom.com.cn
	组员 Team member	屈红波	8003	13408565693	quhb@keydom.com.cn	李朝霞	8047	13320779665	lizx@keydom.com.cn

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附件 2 应急组织联系人清单——密钥保密性缺失类事件

Attachment 2 Contact List of Emergency Organizations-Key Privacy

Missing Events

小组 Team 名称 Name	小组 Team 职位 Position	联系方式（主） Contact information (primary)				联系方式（备份） Contact information (backup)			
		姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail	姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail
应急 领导 小组 Emergency leading team	组长 Team leader	陈为民	8029	1397175 2835	chenwm@keydom.com.cn	刘劲松	8022	1898007 2233	liujs@keydom.com.cn
	组员 Team member	唐联果	8042	1892746 2885	tanglg@keydom.com.cn	秦川	8019	1801153 3592	qinchuan@keydom.com.cn
应急 实施 小组 Emergency implantation team	组长 Team leader	王建勋	8016	1808044 8813	wangjx@keydom.com.cn	黄伟	8016	1994080 1701	huangw@keydom.com.cn
	组员 Team member	屈红波	8003	1340856 5693	quhb@keydom.com.cn	李朝霞	8047	1332077 9665	lizx@keydom.com.cn
	组员 Team member	何杨	8017	1588448 5640	hey@keydom.com.cn	黎青红	8009	1592872 9706	liqh@keydom.com.cn

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	组员 Team member	邓辉	8017	18990796409	dengh@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn
应急日常运行小组 Emergency daily operation team	组长 Team leader	王建勋	8016	18080448813	wangjx@keydom.com.cn	黄伟	8016	19940801701	huangw@keydom.com.cn
	组员 Team member	何杨	8017	15884485640	hey@keydom.com.cn	黎青红	8009	15928729706	liqh@keydom.com.cn
	组员 Team member	邓辉	8017	18990796409	dengh@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn
应急技术小组 Emergency technical team	组长 Team leader	王建勋	8016	18080448813	wangjx@keydom.com.cn	黄伟	8016	19940801701	huangw@keydom.com.cn
	组员 Team member	熊磊	8039	18980597964	xiongl@keydom.com.cn	郭明	8045	15828330286	Guom@keydom.com.cn
应急保障小组 Emergency support team	组长 Team leader	刘劲松	8022	18980072233	liujs@keydom.com.cn	秦川	8019	18011533592	qinchuan@keydom.com.cn
	组员 Team member	熊磊	8039	18980597964	xiongl@keydom.com.cn	郭明	8045	15828330286	Guom@keydom.com.cn
	组员 Team member	胡廷军	8027	19949484833	hutj@keydom.com.cn	杨彦清	8027	13666218515	yangyq@keydom.com.cn

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## 附件 3 应急组织联系人清单——卡及敏感材料与终端产品及其安全组件保密性缺失类事件

### Attachment 3 Contact List of Emergency Organizations-Events of Loss of Confidentiality of Cards, Sensitive Materials and Terminal Products and Their Security Components

小组 Team 名称 Name	小组 Team 职位 Position	联系方式（主） Contact information (primary)				联系方式（备份） Contact information (backup)			
		姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail	姓名 Name	电话 Tel.	手机 Mobile	邮箱 E-mail
应急 领导 小组 Emergency leading team	组长 Team leader	陈为民	8029	1397175 2835	chenwm@keydom.com.cn	刘劲松	8022	1898007 2233	liujs@keydom.com.cn
	组员 Team member	唐联果	8042	1892746 2885	tanglg@keydom.com.cn	秦川	8019	1801153 3592	qinchuan@keydom.com.cn
应急 实施 小组 Emergency implantation team	组长 Team leader	胡廷军	8027	1994948 4833	hutj@keydom.com.cn	邓辉	8017	1899079 6409	dengh@keydom.com.cn
	组员 Team member	何杨	8017	1588448 5640	hey@keydom.com.cn	黎青红	8009	1592872 9706	liqh@keydom.com.cn
	组员 Team member	屈红波	8003	1340856 5693	quhb@keydom.com.cn	李朝霞	8047	1332077 9665	lizx@keydom.com.cn

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	组员 Team member	杨俊森	8003	15928065659	yangjs@keydom.com.cn	郭明	8045	15828330286	Guom@keydom.com.cn
应急日常运行小组 Emergency daily operation team	组长 Team leader	唐联果	8042	18927462885	tanglg@keydom.com.cn	秦川	8019	18011533592	qinchuan@keydom.com.cn
	组员 Team member	刘劲松	8022	18980072233	liujs@keydom.com.cn	屈红波	8003	13408565693	quhb@@keydom.com.cn
	组员 Team member	郭明	8045	15828330286	Guom@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn
应急技术小组 Emergency technical team	组长 Team leader	刘劲松	8022	18980072233	liujs@keydom.com.cn	唐联果	8042	18927462885	tanglg@keydom.com.cn
	组员 Team member	何杨	8017	15884485640	hey@keydom.com.cn	黎青红	8009	15928729706	liqh@keydom.com.cn
应急保障小组 Emergency support team	组长 Team leader	唐联果	8042	18927462885	tanglg@keydom.com.cn	秦川	8019	18011533592	qinchuan@keydom.com.cn
	组员 Team member	何杨	8017	15884485640	hey@keydom.com.cn	黎青红	8009	15928729706	liqh@keydom.com.cn
	组员 Team member	屈红波	8003	13408565693	quhb@@keydom.com.cn	杨俊森	8003	15928065659	yangjs@keydom.com.cn

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	组员 Team member	郭明	8045	15828330286	Guom@keydom.com.cn	胡廷军	8027	19949484833	hutj@keydom.com.cn

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## 附件 4 外部联络信息

### Attachment 4 External Contact information

序号 S/N	组织名称 Organization	联系人与联系方式（主） Contact information (primary)	联系人与联系方式（备份） Contact information (backup)
1	电信运营商 Telecom operator	电信服务电话：10000	
2	客户 Customer	天府通：陈力-18628192178	曾小红：028-85987867
3	客户 Customer	成都农商银行：刘凤13568900628	戴欢13880333680
4	客户 Customer	四川省农信：郑凯17740220603	
5	客户 Customer	胶州中成村镇银行：田玉杰 18653271126	
6	客户 Customer	德阳社保：谭主任13550638046	
7	客户 Customer	绵阳社保：蒲春辉13990170900	
8	客户 Customer	达州人社：李鹏18096259575	
9	客户 Customer	泸州人社：张润生18982766656	
10	服务器 PC 支持 厂商 Server PC support vendor	Dell服务电话4008811858	
11	UPS 及电源 UPS and power supply	UPS服务电话：8008306452	

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序号 S/N	组织名称 Organization	联系人与联系方式（主） Contact information (primary)	联系人与联系方式（备份） Contact information (backup)
12	软件及系统 Software and systems WINDOWS、	崔云峰：18980835123	李振辉：18190836237
13	第三方专业支持 Third party professional	监控报警：王开平18628152061 门禁系统：刘广安13308211255	
15			
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