Davey Vulnerability Disclosure Policy

1. Purpose

Davey Water Products Pty Ltd (Davey) is committed to ensuring the security of its products, software, cloud services, and supporting infrastructure. This policy establishes a formal process for customers, security researchers, suppliers, distributors, and other stakeholders to responsibly report security vulnerabilities affecting Davey products and services.

This Policy does not authorize individuals or groups to undertake hacking or penetration testing against our information communication technologies systems or platforms.

2. Scope

Applies to connected products, smart devices, embedded software and firmware, mobile applications, cloud services, web portals, APIs, communication gateways and other products with digital elements manufactured, supplied, or supported by Davey.

3. Reporting a Vulnerability

Security vulnerabilities should be reported to responsible-disclosure@daveywater.com

as soon as reasonably practicable after discovery.

Please do not disclose the vulnerability until Davey have had time to remedy the vulnerability in accordance with this Policy.

4. Information to Include

Product name, model number, hardware revision, software or firmware version, vulnerability description, reproduction steps, impact assessment, supporting evidence and contact information.

5. Davey Commitments

Davey will maintain a public reporting channel, acknowledge reports within 5 business days, investigate vulnerabilities, determine severity, communicate progress where appropriate, implement remediation measures, provide security updates and maintain investigation records.

6. Vulnerability Severity Classification

Vulnerabilities may be classified as Critical, High, Medium or Low according to risk, exploitability and potential customer impact.

7. Security Research Guidelines

Security Researchers are expected to act responsibly, avoid service disruption, avoid accessing customer data, avoid physical damage and provide Davey reasonable time to investigate and remediate issues before public disclosure.

8. Vulnerability Handling Process

Davey will acknowledge, validate, classify, investigate, assess impact, develop remediation, verify effectiveness, notify customers where appropriate and close vulnerabilities after remediation has been confirmed.

9. Product Support and Security Updates

Davey monitors supported products throughout their support lifecycle and may provide firmware updates, software patches, cloud service updates, mitigations, customer guidance and security advisories.

10. Supported Products

Security updates and vulnerability remediation apply to products within their declared support lifecycle. End-of-support products may not receive future security updates.

11. Coordinated Disclosure Timeline

Davey aims to acknowledge reports within 5 business days, assess vulnerabilities promptly, communicate progress where appropriate and release remediation measures according to risk and complexity.

12. Coordinated Vulnerability Disclosure

Davey supports coordinated disclosure and requests the opportunity to investigate and remediate vulnerabilities before public disclosure.

13. Security Advisor

Davey may appoint a Security Advisor to evaluate security vulnerabilities affecting Davey products and services and may publish a vulnerability report describing affected products, affected versions, severity, fixes, mitigations and recommended customer actions.

14. Confidentiality

Information provided through this process will be treated as confidential and used solely for cybersecurity investigation and remediation purposes.

15. Record Retention

Davey will retain records relating to vulnerability reports, investigations, corrective actions, security updates, advisories and notifications in accordance with business and regulatory requirements.

16. Exclusions

This policy does not apply to warranty claims, support requests, product returns, feature requests or non-cybersecurity related issues.

17. Contact Information

Davey Water Products Pty Ltd

Email: **responsible-disclosure@daveywater.com**

Website: https://www.daveywater.com



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For and on behalf of Davey Water Products