Alfa Laval Vulnerability Disclosure Directive

Overview

Alfa Laval is committed to ensuring the security of its products, services, and systems. We welcome and encourage responsible disclosure of security vulnerabilities. This directive is aligned with the EU Cyber Resilience Act (Regulation (EU) 2024/2847), ISO/IEC 29147, and ENISA coordinated vulnerability disclosure guidelines.

Scope

This directive applies to Alfa Laval products with digital elements placed on the EU market, including associated software, hardware, and services.

Alfa Laval acquisitions, such as Multibrands and partly integrated companies, should follow this procedure unless they have local procedures.

Out of scope:

- Corporate IT systems and internal IT infrastructure
- Third-party products not maintained by Alfa Laval

Single point of contact

Vulnerability reports should be submitted at the Alfa Laval Trust site: trust.alfalaval.com.

Reporting a vulnerability

Please include:

- Alfa Laval Product name and version
- Description of the vulnerability
- Steps to reproduce
- Potential impact
- Proof-of-concept (optional) Eg: screenshots, logs
- Any signs of exploits (optional)
- CVE identifier(optional)

Coordinated disclosure

We follow a coordinated disclosure process with a standard timeline of 90 days. If active exploitation is detected, we may accelerate remediation and disclosure timelines.

Mandatory reporting to authorities

In accordance with Article 14 of the EU Cyber Resilience Act:

- 24 hours: early warning to ENISA
- 72 hours: initial report
- 14 days: final report

This applies when vulnerabilities are actively exploited or severe incidents occur.

Security advisories

Alfa Laval publishes security advisories for confirmed vulnerabilities including:

- Description and impact
- Affected Alfa Laval products
- Severity rating
- Remediation guidance
- CVE identifier (where applicable)

Confidentiality

All information about the reporter is handled confidentially and shared only on a need-to-know basis, unless disclosure is mutually agreed.

Safe harbor

We will not pursue legal action against researchers acting in good faith and in accordance with this policy. Researchers are expected to avoid disruption and respect confidentiality.

Contact

For questions, please reach out to PSIRT@alfalaval.com