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## The SEL Process for Disclosing Security Vulnerabilities

This document details the process SEL uses to identify, mitigate, and disclose information on potential security vulnerabilities. We established this process to help our customers secure their systems in an efficient and timely manner.

### Identify

SEL documents, maintains, and continually improves a controlled quality system to ensure that our products and services meet or exceed expectations. Continuous improvement of SEL product quality, reliability, and security is a company-wide goal.

SEL uses a variety of tools to collect the data that drive improvement:

- We apply quality, reliability, and security measures throughout the entire product life cycle that promote built-in security.
- We collect customer feedback through a ten-year, worldwide, no-questions-asked warranty that encourages customers to report problems and return products for analysis.
- We seek external review of SEL processes from recognized standards organizations, such as the International Standards Organization (ISO).
- We conduct negative testing during product design and development and throughout the product life cycle. Negative testing is a rigorous methodology that verifies robustness and security readiness.

### Mitigate

When SEL identifies a potential security vulnerability, we assemble a multidisciplinary team of product design experts and certified security personnel to analyze the problem. While we determine root cause, we keep customers informed of affected shipments and work to accommodate their needs. SEL develops suggested corrective steps for any product that has an identified security vulnerability before disclosure.

### Disclose and Release

To inform customers of security vulnerabilities and their mitigation, SEL distributes to customers both directly and through our sales force either Service Bulletins or Product Release Notes classified as “Security Vulnerability,” depending on the criticality. Customers can receive direct notification from SEL on any security vulnerability release by signing up for email notices on the *Security for Critical Infrastructure/Support* page on the SEL website, [www.selinc.com](http://www.selinc.com).

SEL will ensure that the mitigation solution is available at the time the vulnerability is announced.

To receive further information on SEL disclosures of security vulnerabilities or SEL products, please contact any of the following entities:

- SEL Sales Representative
- SEL Field Application Engineer (FAE) or Integration Application Engineer (IAE)
- SEL Regional Sales and Service Director
- Security@selinc.com

Customers may identify the SEL support staff for their region by visiting the Contact Us page at the SEL website, [www.selinc.com](http://www.selinc.com).

### **Summary**

We are dedicated to providing our customers with high quality products that are reliable and secure. SEL distributes Service Bulletins and Product Release Notes as part of our commitment to delivering products that make electric power safer, more reliable, and more economical.