



GREENROCK ENERGY LTD

Patch & Vulnerability Management Policy

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Version: 1.0

Date: 15 May 2026

Classification: Confidential

Field	Details
Document Owner	Mark Brebner
Approved By	Greenrock Energy Management
Effective Date	15 May 2026
Review Date	15 May 2027 (Annual)
Applies To	All Greenrock Energy IT systems, hosted services, and office infrastructure

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1. Purpose

This policy establishes the requirements and procedures for managing software patches and vulnerabilities across all Greenrock Energy IT systems. It ensures that security updates are applied in a timely manner to protect against known threats, while minimising disruption to business operations.

This policy supports Greenrock Energy's obligations under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 to implement appropriate technical measures to protect personal data.

2. Scope

This policy applies to all IT systems owned, operated, or managed on behalf of Greenrock Energy, including:

- CRM System hosted by Hosting Heroes (crm.greenrockenergy.co.uk)
- Web server infrastructure (Apache, PHP, MySQL/MariaDB)
- Server operating system(s) managed by Hosting Heroes
- Head Office (HO) workstations and local network equipment
- Staff devices used to access company systems
- SSL/TLS certificates and encryption libraries

3. Roles and Responsibilities

3.1 Hosting Heroes (Managed Hosting Provider)

Hosting Heroes are responsible for the patching and maintenance of the hosted server environment, including:

- Server operating system patches and updates
- Web server software (Apache) updates
- PHP runtime updates
- MySQL/MariaDB database server updates
- SSL/TLS certificate renewals
- Firewall and server-level security configurations

Hosting Heroes have confirmed the following patch management arrangements:

- Server OS: CloudLinux OS with security patches applied promptly for critical vulnerabilities, typically within hours to days of alerts

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- PHP: Latest ea-php versions available via MultiPHP Manager in cPanel; Greenrock Energy manages PHP version selection
- MySQL/MariaDB: Database server upgrades handled by Hosting Heroes
- Apache/LiteSpeed: Web server updated with the OS by Hosting Heroes
- SSL/TLS: Let's Encrypt certificates with automatic renewal
- Security: Imunify360 firewall, ModSecurity WAF, and enterprise-grade DDoS protection

3.2 Greenrock Energy IT (Head Office)

Greenrock Energy is responsible for:

- Windows operating system updates on all Head Office workstations
- Application software updates on HO machines (browsers, office software, etc.)
- CRM application code updates and security reviews
- Monitoring vendor notifications for vulnerabilities affecting our technology stack
- Coordinating with Hosting Heroes on server-side patching requirements

3.3 All Staff

All staff are responsible for:

- Not postponing or disabling automatic updates on their devices
- Reporting any unusual system behaviour that may indicate a security issue
- Keeping web browsers up to date when accessing the CRM system

4. Patch Classification and Timescales

Patches are classified by severity and applied within the following timescales:

Severity	Description	Timescale	Responsibility
Critical	Actively exploited vulnerabilities, remote code execution, or data breach risk	Within 14 days of release	Hosting Heroes (server) / IT Manager (HO)
High	Significant security vulnerabilities not yet actively exploited	Within 30 days of release	Hosting Heroes (server) / IT Manager (HO)
Medium	Moderate risk vulnerabilities, defence-in-depth improvements	Within 60 days of release	Hosting Heroes (server) / IT Manager (HO)
Low	Minor bugs, cosmetic fixes, non-security updates	Within 90 days or next maintenance window	Hosting Heroes (server) / IT Manager (HO)

5. Patch Testing and Evaluation

All patches are evaluated before deployment to ensure they are effective and do not cause unintended side effects:

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5.1 Server-Side Patches (Hosting Heroes)

- Hosting Heroes evaluate patches within their managed hosting environment
- Critical infrastructure patches are tested in staging or applied with rollback capability
- Greenrock Energy is notified of any planned maintenance windows

5.2 CRM Application Updates

- All code changes are tested on the local development environment (crm-dev) before deployment to production
- Changes are version-controlled using Git (GitHub repository)
- Database changes are tested against a development copy before applying to the live system
- A rollback procedure is in place via Git version history

5.3 Head Office Workstations

- Windows Update is configured to download and install updates automatically
- Updates are monitored to ensure they complete successfully
- Any issues arising from updates are reported and addressed promptly

6. Vulnerability Management

6.1 Vulnerability Identification

Greenrock Energy monitors for vulnerabilities through:

- Vendor security advisories (Microsoft, PHP, MySQL, Apache)
- Hosting Heroes proactive monitoring and alerting
- Industry security notification services
- Periodic review of software versions against known vulnerability databases

6.2 Vulnerability Assessment

When a vulnerability is identified that affects our systems:

1. The severity is assessed based on potential impact and exploitability
2. The affected system(s) are identified
3. Available patches or mitigations are reviewed
4. A remediation plan is created with timescales per Section 4
5. The patch is tested, applied, and verified

7. End-of-Life and Legacy Software

Greenrock Energy aims to avoid the use of end-of-life (EOL) or unsupported software.

Where EOL software is identified:

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- An upgrade or replacement plan is created with a defined timescale
- Compensating controls are applied in the interim (e.g., network isolation, restricted access)
- The risk is documented and reviewed regularly

7.1 Current Remediation Plan

The following EOL item has been identified and is being addressed:

Item	EOL Date	Remediation	Target Date
Windows 10 (3x HO PCs)	14 October 2025	Upgrade to Windows 11	May 2026 (confirmed)

8. Reporting and Record Keeping

- Hosting Heroes provide maintenance reports and can be contacted via their support ticket system
- Windows Update history is retained on each HO workstation
- CRM application changes are logged in the Git commit history and the CRM audit trail
- Any security incidents or vulnerability discoveries are recorded and escalated to the IT Manager

9. Policy Review

This policy is reviewed annually or whenever a significant change occurs to Greenrock Energy's IT infrastructure. The next scheduled review date is 15 May 2027.

Changes to this policy require approval from Greenrock Energy management.

Sign-Off	
Prepared By	Mark Brebner
Date	15 May 2026
Approved By	Greenrock Energy management
Date	18 May 2026

Name: Jason Lloyd

Position: Director

Signature: *JLloyd*

Date: 18/05/2026