

Code of Conduct

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1. Collaboration & Professionalism

At Norrhavet, we value collaboration and professionalism as the foundation of every relationship we cultivate, whether internally or externally. We expect all representatives, including employees, freelancers, consultants, and suppliers, to uphold these principles in every interaction. The following guidelines define the standards for behavior, communication, and responsibilities to ensure a consistent and trustworthy partnership:

Act in the Best Interests of Norrhavet

All representatives must act exclusively in the interests of Norrhavet. Personal projects, ventures, or businesses should never be discussed with clients during any professional engagements under Norrhavet's name. Conversations with clients should always focus on Norrhavet's offerings, services, and the client's needs.

Maintain Transparency with Norrhavet

Representatives must not share or disclose Norrhavet's internal processes, supply chain details, proprietary methods, or pricing structures with clients or third parties unless explicitly approved in writing by Norrhavet management. Breaching confidentiality can lead to immediate termination of contracts and legal consequences.

Professional Conduct with Clients

When interacting with clients, all representatives are expected to behave with the highest degree of professionalism. This includes maintaining a positive tone, actively listening to client concerns, and always presenting a solutions-focused attitude. Representatives should also aim to identify potential opportunities for expanding Norrhavet's collaboration with the client, such as additional services or projects.

Promoting Norrhavet's Vision and Services

As representatives of Norrhavet, all communications and actions should align with the company's values and mission. Selling additional services or offering insights that align with Norrhavet's capabilities should be a natural part of client interactions. Representatives must never discuss their own ventures, solicit personal work, or create the impression of being an independent agent.

Prohibited Actions

The following actions are strictly prohibited:

- Sharing internal company information or methodologies without explicit approval.
- Discussing personal projects, businesses, or unrelated work with clients.
- Engaging in any behavior that could undermine the reputation of Norrhavet or its clients.

Reporting Breaches of Professionalism

Any breaches of professionalism, whether by a team member, client, or supplier, must be reported to Norrhavet management immediately. This includes instances of unethical behavior, inappropriate conduct, or conflicts of interest that could harm the company's reputation or client relationships.

Accountability for Communication

All representatives are expected to communicate effectively and professionally across all channels. Messages must be clear, concise, and respectful, ensuring there is no room for misinterpretation or conflict. Communication with clients should always reflect Norrhavet's tone and values, and any issues must be flagged for resolution promptly.

Supportive Team Environment

Representatives are encouraged to work collaboratively and support team members, fostering a culture of respect and innovation. Sharing knowledge, expertise, and insights within the team ensures that every project benefits from collective strength and creativity.

2. Integrity & Ethical Conduct

Integrity and ethical conduct are central to Norrhavet's operations, forming the foundation of trust in every relationship we maintain—whether with clients, collaborators, or partners. We are committed to upholding the highest ethical standards and expect the same from all collaborators, including employees, consultants, freelancers, and suppliers. The following principles outline the expectations and responsibilities to ensure integrity in all aspects of work:

Full Disclosure of Conflicts of Interest

All collaborators are required to disclose any potential or actual conflicts of interest prior to project initiation. This includes, but is not limited to:

- Financial conflicts, such as ownership stakes, investments, or affiliations with competitors, suppliers, or clients.

- Operational conflicts, such as involvement in similar projects or relationships that could impact impartiality or performance.
- Failure to disclose conflicts of interest will be considered a serious breach of trust and could result in contract termination or legal action.

Alignment with Ethical Values

All work conducted under Norrhavet must reflect the company's ethical values, including transparency, fairness, and respect for all individuals and entities involved.

Collaborators must avoid actions that could:

- Damage Norrhavet's reputation or credibility.
- Exploit clients, partners, or colleagues for personal or financial gain.
- Undermine the integrity of any project or deliverable.

Compliance with Local and International Laws

Collaborators must ensure that their actions and deliverables comply with all applicable local, national, and international laws. This includes:

- Adhering to labor laws, including fair wages, working hours, and workplace safety.
- Respecting intellectual property laws and ensuring that all materials used in projects are properly licensed and credited.
- Complying with regulations related to data protection, including GDPR or similar frameworks, when handling sensitive client or project information.

Anti-Bribery and Corruption Policy

Norrhavet maintains a zero-tolerance policy toward bribery, corruption, or unethical practices. Collaborators must:

- Avoid offering, accepting, or soliciting bribes, kickbacks, or improper incentives in any form.
- Report any suspicion of bribery or corruption immediately to Norrhavet management.

Transparency in Work Practices

All collaborators must provide accurate and honest information in all professional dealings. This includes:

- Transparent reporting of time, costs, and resources used in projects.
- Honest communication regarding project status, potential challenges, or delays.

Prohibition of Discriminatory Practices

Discrimination of any kind—whether based on race, gender, religion, age, disability, sexual orientation, or any other protected characteristic—is

strictly prohibited. Collaborators must treat all individuals with respect and equality, fostering an inclusive and supportive working environment.

Responsible Use of Resources

Collaborators must use Norrhavet's resources, including tools, software, and information, responsibly and only for the purposes outlined in their contracts or agreements. Misuse of resources for personal or unauthorized purposes is strictly forbidden.

Confidentiality and Privacy

Maintaining confidentiality is critical to protecting Norrhavet's reputation and client trust. Collaborators must:

- Protect sensitive information related to Norrhavet and its clients.
- Avoid discussing or sharing confidential project details outside authorized channels.
- Comply with all data privacy regulations to safeguard personal and business information.

Accountability and Reporting

If collaborators encounter situations that could compromise integrity, they are required to:

- Report the issue to Norrhavet management immediately.
- Provide full cooperation during any investigations or audits related to the issue.
- Take corrective action to address any potential harm or breaches that may have occurred.

Promoting Ethical Culture

Collaborators should actively promote a culture of ethics and integrity within their teams and networks. This includes:

- Encouraging open dialogue about ethical dilemmas or challenges.
- Supporting colleagues in making decisions aligned with Norrhavet's values.
- Providing constructive feedback to strengthen ethical practices.

3. Confidentiality

Confidentiality is a cornerstone of trust and professionalism at Norrhavet. We handle sensitive client, partner, and internal information with the utmost care, and we expect the same level of diligence from all collaborators, including employees, consultants, freelancers, and suppliers. Breaches of confidentiality can cause significant harm to Norrhavet, its clients, and its partners, and will be addressed with the strictest measures.

Core Principles of Confidentiality

Protection of Sensitive Information

All collaborators are required to treat all information related to Norrhavet and its clients as confidential. This includes, but is not limited to:

- Project details, deliverables, timelines, and budgets.
- Client identities, business strategies, and proprietary information.
- Internal processes, methodologies, frameworks, and tools used by Norrhavet.
- Any unpublished data or future plans shared during the course of a project.

Authorized Access Only

Collaborators must only access or use information that is directly relevant to their role in a specific project. Sharing information with unauthorized individuals—whether internal or external—is strictly prohibited.

Non-Disclosure Agreements (NDAs)

All collaborators must sign a legally binding non-disclosure agreement (NDA) before beginning work with Norrhavet. This agreement:

- Clearly outlines the scope of confidentiality obligations.
- Specifies the duration of confidentiality, including post-project periods.
- Details penalties and legal repercussions for breaches.

Prohibited Actions

To safeguard confidentiality, the following actions are strictly forbidden:

Unauthorized Sharing

Sharing any project details, client information, or Norrhavet methodologies without explicit written approval is prohibited. This includes:

- Public discussions or disclosures on social media, blogs, or other platforms.
- Casual conversations that could unintentionally reveal sensitive information.
- Sharing project details with friends, family, or acquaintances.

Personal Use of Materials

Materials created for Norrhavet or its clients may not be used for personal purposes, including:

- Displaying in portfolios or on personal websites.
- Including in presentations or promotional materials without prior written consent.
- Using for any external projects or endeavors without explicit approval.

Data Storage and Transmission

Sensitive files and communications must not be:

- Stored on unapproved or unsecured devices.
- Transferred through unauthorized channels or to external storage platforms.

Mandatory Practices

To maintain confidentiality, collaborators must adhere to the following practices:

Secure Communication

Use only Norrhavet-approved communication channels (e.g., Slack, encrypted email) for all project-related correspondence.

Secure Data Storage

Ensure that all files, documents, and materials are stored on secure platforms authorized by Norrhavet. Personal or unsecured devices may not be used to store or process sensitive information.

Restricted Access

Limit access to sensitive information to authorized team members only. Ensure that physical and digital access to sensitive materials is secure.

Disposal of Information

When no longer needed, sensitive documents or files must be securely destroyed or deleted in accordance with Norrhavet's data retention and disposal policies.

Reporting Breaches

Any suspected or actual breaches of confidentiality must be reported immediately to Norrhavet management. Examples of breaches include:

- Accidental sharing of sensitive information.
- Loss or theft of devices containing sensitive data.
- Suspicious activity suggesting unauthorized access to confidential materials.

Consequences of Breaches

Breaches of confidentiality will result in immediate and severe actions, including:

Immediate Termination of Contract

Contracts with collaborators who breach confidentiality will be terminated without notice.

Legal Action

Norrhavet will pursue legal action to recover damages resulting from the breach. This may include filing lawsuits and seeking monetary compensation.

Financial Penalties

Collaborators may be held financially responsible for losses incurred due to a breach, including loss of client trust or business opportunities.

Long-Term Confidentiality Obligations

The obligation to maintain confidentiality does not end with the completion of a project or contract. Collaborators must:

- Continue to safeguard sensitive information indefinitely, or as specified in their NDA.
- Return or securely destroy all materials related to Norrhavet or its clients upon project completion or termination of the working relationship.

4. Respecting Intellectual Property

At Norrhavet, intellectual property (IP) is the foundation of our work and a critical asset that must be protected. Collaborators, including employees, freelancers, consultants, and suppliers, must adhere to strict guidelines to ensure that all intellectual property is handled responsibly, professionally, and in compliance with the terms outlined by Norrhavet.

Ownership of Work

Exclusive Ownership by Norrhavet

All materials, concepts, designs, and deliverables created under the scope of projects for Norrhavet or its clients are exclusively owned by Norrhavet. This includes, but is not limited to:

- Visual designs, illustrations, animations, and UI/UX prototypes.
- Written content, branding guidelines, strategic documents, and reports.
- Marketing materials, presentations, and digital assets.
- Any supporting work, including drafts, iterations, and preliminary concepts.

Non-Transferable Rights

Collaborators may not claim ownership or reuse the intellectual property created during their engagement with Norrhavet for any other purpose without explicit written consent.

Use of Work in Portfolios or Promotions

To protect the integrity of Norrhavet's brand and client relationships:

Written Permission Requirement

Collaborators must obtain written approval from Norrhavet management before including any work in their personal portfolios, websites, or promotional materials. This applies to:

- Displaying work publicly, whether online or offline.
- Sharing work as examples in pitches or proposals for new projects.
- Using work in educational or professional settings, including conferences or lectures.

Case-by-Case Review

Requests to feature work will be evaluated on a case-by-case basis. Approval may be granted under specific conditions, such as anonymizing sensitive client details or using generic project descriptions.

Prohibited Actions

To maintain control over intellectual property, the following actions are strictly forbidden:

Unauthorized Usage

Using Norrhavet's or clients' materials for any purpose without prior approval, including:

- Sharing with third parties or competitors.
- Incorporating into projects outside of Norrhavet's scope of work.

Repurposing or Alteration

Modifying or repurposing materials created for Norrhavet or its clients for personal or professional use without permission is prohibited.

Selling or Licensing

Collaborators may not sell, license, or otherwise distribute materials created under their engagement with Norrhavet.

Intellectual Property Protection Practices

To ensure compliance, collaborators are required to:

Securely Store Files

Maintain secure storage of all project-related files and materials. Use only approved platforms or devices for handling Norrhavet's intellectual property.

Return or Destroy Materials

Upon project completion or termination of the contract, collaborators must return all related files to Norrhavet or securely destroy them, as instructed.

Report Unauthorized Access

Immediately report any suspected unauthorized access, theft, or misuse of intellectual property to Norrhavet management.

Consequences of Violations

Violating intellectual property guidelines is a severe breach of trust and professionalism. Consequences include:

Financial Penalties

Violators will be subject to monetary fines, scaled based on the severity of the breach, including the impact on Norrhavet's or the client's reputation, revenue, or market position.

Legal Repercussions

Norrhavet reserves the right to pursue legal action to recover damages caused by intellectual property violations. This may include litigation and compensation for losses incurred.

Contract Termination

Engagements with collaborators who breach intellectual property guidelines will be terminated immediately, without notice.

Protecting Client Relationships

To maintain the integrity of Norrhavet's client partnerships:

Respecting Client Confidentiality

Do not disclose or display any client-related work that has not been made public by Norrhavet or the client.

Upholding Brand Integrity

Ensure that all public representations of Norrhavet's work reflect the quality and professionalism expected by both Norrhavet and its clients.

Collaborator Responsibility

Every collaborator working with Norrhavet is expected to:

Understand Their Obligations

Familiarize themselves with Norrhavet's intellectual property guidelines before beginning any project.

Proactively Seek Clarifications

If unsure about the appropriate use of intellectual property, collaborators must consult Norrhavet management for clarification.

Act in Good Faith

Collaborators must exercise good judgment and act in the best interest of Norrhavet when handling intellectual property

5. Quality Standards

To maintain the highest quality, all deliverables must pass through a structured validation process, ensuring they meet Norrhavet's standards and client requirements:

1. Initial Review

- a. Early drafts, concepts, or prototypes must be submitted to Norrhavet for preliminary feedback.
- b. This stage focuses on aligning deliverables with the project brief, creative direction, and strategic objectives.
- c. Constructive feedback will be provided to ensure the work meets expectations before further development.

2. Final Quality Check

- a. Before any deliverable is shared with the client, it must undergo a detailed review by Norrhavet's quality assurance team.
- b. This step ensures the work is polished, error-free, and consistent with the client's brand guidelines and Norrhavet's quality standards.
- c. Deliverables will be evaluated for innovation, functionality, and overall impact.

3. Post-Delivery Review

- a. After project delivery, Norrhavet will periodically review performance and gather feedback to ensure ongoing excellence in future projects.
- b. This review may include client feedback, internal assessments, and analysis of project outcomes to identify opportunities for improvement.

Standards for Work Submission

To facilitate efficient review processes:

Clear Communication of Context

Each submission must include a summary of the work's purpose, the intended outcome, and any relevant considerations or constraints.

Timely Delivery

Deliverables must be submitted within agreed timelines, allowing sufficient time for feedback and revisions.

Version Control

All work must be labeled with version numbers to ensure clarity during revisions and reviews.

Consequences of Non-Compliance

Failure to meet Norrhavet's quality standards or adhere to the validation process will result in the following actions:

1. **Feedback and Rectification**
 - a. Initial instances of non-compliance will be addressed with clear feedback and an opportunity to rectify the issue promptly.
2. **Project Reassignment**
 - a. Repeated failure to meet standards may result in the reassignment of the project to another collaborator.
3. **Contract Reevaluation**
 - a. Persistent non-compliance will lead to a formal review of the collaboration, which could result in contract termination.

Commitment to Continuous Improvement

To ensure that Norrhavet and its collaborators remain at the forefront of the industry:

Ongoing Training and Development

Collaborators are encouraged to stay updated on the latest industry trends, tools, and methodologies to enhance their skills.

Feedback Integration

All feedback provided by Norrhavet should be taken as an opportunity for growth, ensuring higher quality in future deliverables.

Key Quality Metrics

Norrhavet evaluates work based on:

1. **Innovation**

- a. Does the work demonstrate creativity and originality while aligning with the project's objectives?
2. **Precision**
 - a. Is the work free from errors, inconsistencies, or inaccuracies?
3. **Functionality**
 - a. Does the deliverable effectively meet the client's needs and enhance their brand or operations?
4. **Impact**
 - a. Does the work provide measurable value, resonate with the target audience, and achieve the desired results?

6. Data Security & Breach Protocols

At Norrhavet, the security of data and communications is of paramount importance. All collaborators, suppliers, consultants, and freelancers are required to adhere to strict protocols to safeguard client and company data, ensure compliance with legal regulations, and protect against unauthorized access or breaches.

Data Protection Standards

All collaborators must:

Encrypt All Communications

- Use encrypted channels for all communications, file transfers, and data exchanges with Norrhavet or its clients. This includes email, messaging platforms, and file storage systems.

Secure Access

- Ensure that all devices, systems, and networks used for Norrhavet projects are protected by firewalls, antivirus software, and strong, regularly updated passwords.

Comply with GDPR and Other Regulations

- Follow all applicable local, national, and international data protection laws, including but not limited to the General Data Protection Regulation (GDPR), ensuring the secure handling and storage of personal and sensitive information.

Prohibited Actions

To maintain data integrity and security:

No Unauthorized Sharing

- Data, project files, or confidential communications must not be shared with third parties or stored on non-secure platforms without prior approval from Norrhavet.

No Personal Use of Data

- Information obtained through Norrhavet projects must not be used for personal purposes or any activity outside the scope of the project.

No External Backups Without Approval

- Collaborators must not create unauthorized backups of any data, ensuring sensitive information remains within approved systems.

Breach Reporting & Mitigation

In the event of a data breach or security incident, the following steps must be taken:

1. Immediate Notification

- a. Notify Norrhavet within **24 hours** of discovering a breach.
- b. Provide a preliminary report detailing the nature of the breach, the scope of data affected, and immediate actions taken to contain the issue.

2. Damage Control

- a. Collaborators are responsible for:
- b. Taking immediate corrective measures to stop unauthorized access and secure affected systems.
- c. Assisting Norrhavet in communicating with impacted parties, if necessary.
- d. Ensuring no further breaches occur by implementing additional security measures.

3. Comprehensive Report

- a. Submit a detailed report to Norrhavet within **seven days** of the breach, including:
- b. A timeline of events leading to the breach.
- c. The root cause of the issue.
- d. Corrective actions taken to resolve vulnerabilities.
- e. Recommendations for preventing future breaches.

4. Cost Responsibility

- a. Collaborators are financially responsible for all costs incurred as a result of the breach, including but not limited to:
- b. Damage control and recovery efforts.
- c. Legal fees and fines resulting from non-compliance with data protection laws.
- d. Compensation for damages caused to Norrhavet or its clients.

Ongoing Compliance

To maintain high standards of data security, all collaborators must:

Regularly Update Systems

- Keep all systems, devices, and software used for Norrhavet projects up to date with the latest security patches and updates.

Participate in Security Training

- Attend mandatory security training sessions, if requested, to stay informed about emerging threats and best practices.

Conduct Routine Audits

- Perform regular security audits on systems and processes to ensure continued compliance with Norrhavet's data protection standards.

Consequences of Non-Compliance

Failure to adhere to these protocols will result in:

1. 1.Immediate Termination

- a. Contracts will be terminated immediately if collaborators fail to report breaches or demonstrate negligence in data security.

2. 2.Financial Penalties

- a. Norrhavet reserves the right to impose fines proportional to the scale of the breach and the damage caused.

3. 3.Legal Action

- a. Severe breaches may result in legal proceedings, with collaborators held liable for all associated costs and damages.

7. Communication Guidelines

Effective and professional communication is essential for the success of any collaboration. At Norrhavet, we prioritize clarity, transparency, and respect in all interactions. To maintain high standards and ensure seamless collaboration across teams, all representatives, suppliers, consultants, and freelancers must adhere to the following guidelines:

Approved Communication Platforms

To ensure accountability and traceability:

Centralized Communication

- All project-related communications must take place on Norrhavet-approved platforms, such as **Slack** or other designated tools. This ensures a clear record of discussions, decisions, and updates.

Accessible to Relevant Team Members

- All communications must be visible and accessible to relevant Norrhavet team members, ensuring collaboration and reducing the risk of miscommunication.

Documentation of External Channels

- If, for any reason, communication occurs outside approved platforms (e.g., email, phone calls), it must be summarized and documented within the approved platform within **24 hours**.

Professional Communication Standards

All communications must:

1. Be Clear and Concise

- a. Avoid ambiguity, jargon, or overly complex language that might lead to misunderstandings.
- b. Use straightforward and professional language that promotes efficiency and mutual understanding.

2. Maintain Professionalism

- a. Uphold the highest standards of respect, courtesy, and professionalism in all interactions, whether with clients, internal team members, or third parties.
- b. Avoid personal conversations or informal language in client-facing communications.

3. Align with Norrhavet's Tone and Values

- a. Reflect Norrhavet's brand identity by using a tone that conveys confidence, expertise, and a client-first mindset.

Client Interaction Guidelines

Strict rules govern communication with clients:

•Authorized Communication Only

•Team members, suppliers, or freelancers are not permitted to directly contact clients unless explicitly authorized by Norrhavet.

•Approval for Direct Contact

•If direct client interaction is required, it must:

•Be pre-approved by Norrhavet's project lead or management.

•Be documented and shared within the approved platform for transparency.

•Prohibited Topics

•Under no circumstances should representatives discuss personal projects, external work, or proprietary information unrelated to Norrhavet.

Archiving and Documentation

To maintain transparency and accountability:

Communication Logs

- All important discussions, decisions, and updates must be recorded within Norrhavet's approved platforms, ensuring an accurate record of project progress.

Post-Project Archiving

- Upon project completion, Norrhavet will compile and archive all relevant communication in a designated project folder. This serves as a reference for future projects or reviews.

Mandatory Spanning of All Channels

- If team members use unofficial channels for urgent communication (e.g., WhatsApp), those exchanges must be transcribed and documented in the primary communication platform.

Conflict and Escalation Protocol

To ensure smooth handling of disputes:

Internal Resolution Only

- Conflicts or disagreements must be resolved internally within the Norrhavet team or with involved collaborators. Under no circumstances should clients be made aware of internal conflicts.

Reporting Protocol

- Any disputes must be escalated to Norrhavet's management immediately for resolution.

Breach of Guidelines

Unauthorized disclosure of conflicts to clients will result in:

1. Immediate contract termination.
2. Financial penalties proportional to the potential damage caused.
3. Legal action if the breach causes reputational or financial harm.

Best Practices for Effective Communication

To foster productive collaboration:

Set Clear Expectations

- Establish clear deadlines, deliverables, and responsibilities for all tasks to avoid miscommunication.

Encourage Open Dialogue

- Create a space where team members can ask questions, seek clarification, or offer constructive feedback without hesitation.

Regular Updates

- Provide regular progress updates to ensure alignment across all stakeholders.

Consequences of Non-Compliance

Failure to adhere to these communication guidelines may result in:

1. **Immediate Warnings**
 - a. •Non-compliance will result in an official warning and mandatory corrective action.
2. **Contract Reevaluation**
 - a. •Repeated violations may lead to a review or termination of the collaborator's contract.
3. **Financial Penalties**
 - a. •Breaches causing damage to Norrhavet or its clients will incur financial penalties.

8. Sustainability & Responsibility

At Norrhavet, sustainability and responsibility are not just ideals—they are essential principles that guide everything we do. We believe that all collaborators, whether suppliers, employees, or contractors, play a vital role in promoting environmentally friendly and socially responsible practices. Adherence to these principles is not optional but a shared commitment to creating a positive impact for the planet, society, and our clients.

Environmental Sustainability

All collaborators must actively seek to reduce their environmental footprint by:

1. **Minimizing Waste**
 - a. Adopt efficient workflows that limit resource wastage, whether it involves materials, energy, or time.
 - b. Recycle wherever possible, from office waste to digital storage space.
2. **Prioritizing Eco-Friendly Resources**
 - a. Opt for environmentally responsible materials and suppliers. This includes the use of recyclable, biodegradable, or sustainably sourced items in all aspects of production.
3. **Reducing Energy Consumption**
 - a. Use energy-efficient devices, tools, and systems in their operations.
 - b. Encourage remote work and digital communication to reduce the carbon footprint associated with travel.
4. **Offsetting Environmental Impact**
 - a. Where possible, offset any unavoidable environmental impact through programs such as tree planting, renewable energy investments, or carbon offset schemes.

Social Responsibility

In addition to environmental considerations, collaborators are expected to uphold strong ethical and social standards by:

1. **Fostering Inclusive Workspaces**
 - a. •Encourage diversity, equality, and inclusion in all team settings.
 - b. •Actively prevent and address any form of discrimination, harassment, or inequality in their operations.
2. **Supporting Fair Labor Practices**

- a. Work only with suppliers and partners who comply with international labor laws, ensuring fair wages, safe working conditions, and ethical treatment of employees.

3. Contributing to Communities

- a. Seek opportunities to give back to local communities through pro bono work, charitable donations, or volunteer efforts.

Implementation & Monitoring

1. Adopt Sustainable Practices

- a. Suppliers and collaborators are encouraged to integrate sustainability goals into their workflows and actively seek innovative ways to reduce their environmental and social impact.

2. Reporting & Accountability

- a. Periodic reporting on sustainability efforts is expected. Collaborators must transparently share their progress, successes, and areas for improvement.

3. Regular Assessments

- a. Norrhavet reserves the right to evaluate the sustainability practices of its partners and suppliers annually. Failure to meet expectations may lead to reevaluation of contracts or partnerships.

Sustainability Goals for Projects

1. Green Project Planning

- a. Collaborators must identify areas in each project where sustainable practices can be applied, such as reducing unnecessary printing or minimizing digital storage waste.

2. Efficient Resource Use

- a. Encourage “right-sizing” resource allocation to prevent overuse or underutilization of materials and tools.

3. Education & Training

- a. Employees and suppliers are encouraged to participate in workshops or courses to improve their understanding of sustainability principles and how to apply them.

Consequences of Non-Compliance

Failure to comply with Norrhavet's sustainability guidelines will result in:

1. Formal Warnings

- a. Initial breaches will be addressed through corrective action plans and official warnings. You can get 3 formal warning in total, and when given the third, you will be eliminated as a supplier.

2. Contract Reevaluation

- a. Repeated violations or disregard for sustainable practices may result in the termination of contracts or partnerships.

3. Reparative Actions

- a. Collaborators may be required to compensate for any environmental or social harm caused by their actions, such as funding offset programs or providing community reparations.

9. Feedback & Continuous Improvement

At Norrhavet, we view feedback and ongoing development as cornerstones of success. A structured feedback process ensures that all collaborators, from suppliers to employees, contribute to the highest standard of work while continuously improving their skills and methodologies. This commitment to refinement and innovation underpins every project we undertake, guaranteeing exceptional results for our clients.

Feedback Integration

1. Incorporating Client Feedback

- a. Collaborators must actively seek and integrate client feedback at all stages of a project. This includes early drafts, prototypes, and final deliverables.

- b. Feedback should be addressed promptly, with a focus on delivering improvements that align with client expectations and project goals.

2. Transparent Communication

- a. •Feedback exchanges must be clear, professional, and documented within Norrhavet-approved platforms, such as Slack or email.
- b. •All revisions should be tracked to ensure clarity and accountability.

3. Iterative Improvements

- a. •Deliverables must go through iterative cycles of feedback and refinement until they meet the agreed-upon standards.
- b. •Major revisions should be communicated clearly to ensure alignment between all parties involved.

Commitment to Continuous Learning

1. Staying Updated with Trends

- a. Collaborators are expected to keep pace with industry trends, emerging technologies, and innovative methodologies. This includes regularly updating their knowledge and skill sets to ensure their work remains cutting-edge.
- b. Suppliers must attend training sessions, workshops, or conferences relevant to their field to maintain their expertise.

2. Innovation in Deliverables

- a. All collaborators are encouraged to propose innovative solutions that exceed client expectations. This includes applying the latest design principles, tools, and technologies to projects.
- b. Originality and creativity are highly valued, but they must align with project objectives and client needs.

3. Knowledge Sharing

- a. •Collaborators should share insights, resources, and best practices with Norrhavet and its teams. This fosters a culture of collective growth and ensures that lessons learned from one project can benefit others.

Feedback Process

To maintain a structured approach, the feedback process includes:

1. Initial Review

- a. At the start of a project, collaborators must establish a feedback schedule with clearly defined milestones and deliverables.
- b. Early feedback sessions focus on aligning initial concepts with client expectations.

2. Mid-Project Checkpoints

- a. Regular reviews should be held to ensure the project remains on track and any adjustments are implemented without delaying the timeline.
- b. These sessions should identify any potential roadblocks and address them proactively.

3. Final Review

- a. Before final delivery, a comprehensive review ensures all feedback has been incorporated, and the deliverable meets Norrhavet's quality standards.
- b. Collaborators must confirm that all revisions have been implemented and approved.

Encouraging Innovation

1. Proactive Recommendations

- a. Collaborators are encouraged to suggest enhancements or alternative approaches that could improve the quality or effectiveness of the project.
- b. Any new ideas must be communicated clearly and supported by research or examples.

2. Flexibility in Adaptation

- a. Collaborators must be open to constructive criticism and willing to adapt their work to better align with client and company goals.

Evaluation & Continuous Improvement

1. Performance Assessments

- a. Regular evaluations of collaborator performance ensure that feedback is effectively implemented and that deliverables consistently meet or exceed expectations.
- b. These assessments are used to identify strengths, areas for improvement, and opportunities for additional training.

2. Feedback Loops

- a. Post-project reviews should include a discussion of lessons learned and areas for improvement. This ensures that feedback not only enhances the current project but also informs future collaborations.

3. Recognition of Excellence

- a. Collaborators who consistently demonstrate exceptional work and responsiveness to feedback will be acknowledged and given opportunities for expanded roles or responsibilities within future projects.

Non-Compliance

Failure to adhere to feedback and continuous improvement standards will result in:

1. Formal Warnings

- a. Initial failures to integrate feedback will be addressed through structured improvement plans.

2. Reassignment or Termination

- a. Repeated issues may lead to reassignment of responsibilities or the termination of contracts.

3. Compensation Adjustments

- a. If feedback is consistently ignored, financial penalties may be applied to compensate for delays or subpar work.

Fostering a Culture of Growth

By embedding feedback and continuous improvement into every project, Norrhavet ensures a culture of excellence and adaptability. This approach not only enhances the quality of our work but also strengthens relationships with our clients and collaborators. Together, we build a future that is innovative, responsive, and ever-evolving.

10. Supplier-Specific Guidelines

At Norrhavet, we hold our suppliers to the highest standards to ensure seamless collaboration and exceptional outcomes. These guidelines establish clear expectations, foster mutual respect, and align supplier practices with

Norrhavet's values and operational priorities. Suppliers are essential partners in our success, and as such, they must demonstrate flexibility, professionalism, and an unwavering commitment to excellence.

Adapting to Norrhavet's Standards

1. Alignment with Values and Practices

- a. Suppliers must align their operations, communication, and deliverables with Norrhavet's standards of creativity, quality, and innovation, regardless of local practices or norms.
- b. This includes adhering to ethical practices, sustainable workflows, and the creative benchmarks established by Norrhavet.

2. Cultural Sensitivity and Compliance

- a. Suppliers operating in diverse regions must ensure that their practices comply with local laws and regulations while aligning with Norrhavet's global standards.
- b. Cultural sensitivity is essential when delivering work for international markets, ensuring that all materials are appropriate and respectful of diverse audiences.

Prioritization of Norrhavet Projects

1. Commitment to Deadlines

- a. Suppliers must prioritize Norrhavet projects, ensuring all work is delivered within agreed timelines without compromising quality.
- b. Delays or disruptions must be communicated proactively, with proposed solutions to mitigate any impact.

2. Exclusive Focus During Projects

- a. While working on Norrhavet projects, suppliers are expected to allocate the necessary resources and attention to deliver superior results.
- b. Any potential conflicts of interest or competing priorities must be disclosed before project initiation.

3. Responsiveness and Availability

- a. Suppliers must be available for check-ins, updates, and feedback sessions as required. Prompt responses to communications are essential to maintain project momentum and alignment.

Regular Check-Ins and Validation Reviews

1. Collaborative Review Process

- a. Suppliers must participate in regular check-ins to provide updates, address feedback, and ensure that project goals are being met.
- b. These reviews are opportunities for both parties to refine deliverables and address any emerging challenges.

2. Validation of Quality and Compliance

- a. All work submitted by suppliers must pass through Norrhavet's internal validation process before being shared with clients.
- b. Validation includes a thorough review of quality, adherence to brand guidelines, and alignment with project objectives.

3. Feedback Implementation

- a. Feedback from Norrhavet teams must be addressed promptly and thoroughly, ensuring that all revisions align with the desired outcome.
- b. Suppliers who consistently fail to implement feedback may face reevaluation of their collaboration agreements.

Supplier Training and Development

1. Orientation and Onboarding

- a. New suppliers will undergo an onboarding process to familiarize them with Norrhavet's standards, tools, and expectations.
- b. This includes training on communication protocols, brand guidelines, and the Norrhavet framework.

2. Ongoing Development

- a. Suppliers are encouraged to participate in workshops, training sessions, and other development opportunities offered by Norrhavet to stay updated on industry trends and best practices.
- b. Regular assessments will be conducted to ensure suppliers maintain the necessary skills and knowledge to deliver outstanding results.

Non-Compliance and Consequences

1. Warnings and Corrective Actions

- a. Initial instances of non-compliance will be addressed through written warnings and a corrective action plan.

- b. •Suppliers must demonstrate immediate improvements to continue their collaboration with Norrhavet.

2. Contract Termination

- a. Repeated violations or significant breaches of these guidelines may result in the termination of the supplier agreement.
- b. Termination will be enforced if the supplier's actions result in damage to Norrhavet's reputation, client relationships, or project outcomes.

3. Financial Penalties

- a. Non-compliance may incur financial penalties based on the severity of the breach. These penalties are designed to compensate for delays, additional costs, or reputational damage caused by the supplier's actions.

Fostering Long-Term Partnerships

Norrhavet values long-term partnerships built on trust, reliability, and shared goals. By adhering to these supplier-specific guidelines, suppliers contribute to a collaborative environment that drives innovation, ensures excellence, and delivers unparalleled value to our clients. Through mutual respect and a commitment to high standards, we create a foundation for sustained success and impactful results.

11. Enforcement & Compliance

Biannual Compliance Checks

1. Routine Evaluations

- a. Compliance checks will be conducted every six months to review adherence to Norrhavet's guidelines. These evaluations include:
- b. Reviewing ongoing projects for alignment with quality, ethical, and professional standards.
- c. Ensuring proper documentation and adherence to communication and confidentiality protocols.

2. Proactive Feedback

- a. During these evaluations, Norrhavet will provide feedback and address any emerging concerns. This collaborative process aims to correct minor issues before they escalate into significant violations.

3. Annual Comprehensive Reviews

- a. An annual review will be conducted to address any significant updates to Norrhavet's operational standards, industry best practices, or legal requirements.
- b. This review will ensure all collaborators remain aligned with evolving expectations and are equipped with the necessary tools to maintain compliance.

Consequences for Non-Compliance

1. Immediate Contract Termination

- a. Severe breaches of the Code of Conduct, such as intentional misuse of client information, unethical behavior, or gross negligence, will result in the immediate termination of the contract.
- b. Termination will also apply in cases where the collaborator's actions jeopardize Norrhavet's reputation, client relationships, or project outcomes.

2. Financial Penalties

- a. Financial penalties will be imposed for non-compliance, calculated based on the severity of the breach and its associated damages. For example:
- b. Loss of client trust or business will incur penalties equivalent to the client's projected annual value.
- c. Breaches causing project delays will include compensation for the costs incurred by Norrhavet and its clients.

3. Legal Action for Severe Violations

- a. Severe breaches, such as unauthorized use of intellectual property, confidentiality violations, or failure to resolve conflicts in accordance with Norrhavet's standards, will result in legal action.
- b. Norrhavet reserves the right to pursue damages in court to recover financial losses and protect its reputation.

Monitoring and Reporting

1. Internal Monitoring

- a. All interactions, communications, and project deliverables will be monitored to ensure ongoing compliance. Any discrepancies will be flagged for review and action.

2. 2. Self-Reporting Requirements

- a. Collaborators are required to self-report any potential violations or concerns regarding compliance. This includes:
- b. Identifying and reporting conflicts of interest.
- c. Disclosing unintentional breaches and proposing corrective actions.

3. Whistleblower Protections

- a. Norrhavet provides a secure channel for collaborators to report unethical behavior or non-compliance without fear of retaliation. Whistleblower confidentiality is guaranteed to protect individuals who come forward in good faith.

Remediation Processes

1. Corrective Action Plans

- a. For minor breaches, Norrhavet will work with the collaborator to develop a corrective action plan. This plan will outline specific steps and timelines to resolve the issue and prevent recurrence.

2. Probationary Periods

- a. Repeat offenders or those demonstrating consistent non-compliance may be placed on probation. During this period, their work will undergo heightened scrutiny, and failure to improve will lead to contract termination.

Commitment to Fair Enforcement

Norrhavet is committed to ensuring that enforcement is:

- **Fair and Transparent:** All actions taken will be clearly communicated and supported by documented evidence.
- **Proportionate to the Breach:** Penalties will reflect the severity of the violation and its impact on Norrhavet and its clients.
- **Focused on Improvement:** Wherever possible, corrective actions will prioritize learning and growth to strengthen the partnership.

Partnering for Long-Term Success

Enforcing compliance is not only about upholding rules but also about fostering a culture of accountability, professionalism, and continuous improvement. Norrhavet believes that by setting clear expectations and ensuring consistent enforcement, we can build stronger, more collaborative relationships with our partners while delivering exceptional results for our clients.

12. Conflict Resolution

Norrhavet is committed to fostering a collaborative and professional environment where conflicts are resolved constructively and without client involvement. To maintain this standard, we have established a clear framework for managing and resolving disputes.

Internal Resolution as a Priority

1. **Avoiding Client Involvement**
 - All conflicts between Norrhavet team members, suppliers, or collaborators must remain strictly internal.
 - Escalating conflicts to clients is strictly prohibited and will result in:
 - **Immediate Contract Termination:** Any collaborator, supplier, or consultant who involves clients in internal disputes will have their contract terminated without further discussion.
 - **Financial Penalties:** Violators will be held financially responsible for any resulting damages, including loss of client trust, project delays, or termination of client relationships.
 - This ensures that Norrhavet's reputation and client relationships remain uncompromised.
2. **Transparency Within the Team**
 - All parties involved in a conflict are required to provide transparent and accurate accounts of the issue to facilitate resolution.
 - Failing to disclose relevant information or misrepresenting facts will be considered a breach of professionalism and handled accordingly.

Mediation and Resolution Process

1. Step 1: Direct Communication

- a. Conflicts should first be addressed directly between the parties involved. Constructive dialogue is encouraged to reach a mutual understanding and resolution.
- b. Norrhavet recommends a structured approach, including:
- c. Clear articulation of concerns.
- d. Proposals for resolution.
- e. Documentation of discussions and agreements.

2. **Step 2: Internal Escalation**

- a. If direct communication fails, the conflict must be escalated to Norrhavet management.
- b. Management will:
- c. Review all relevant documentation and accounts of the conflict.
- d. Facilitate a resolution meeting, ensuring all parties are heard.
- e. Propose a resolution plan that aligns with Norrhavet's values and project objectives.

3. **Step 3: Neutral Mediation**

- a. For unresolved disputes, Norrhavet will appoint a neutral mediator to facilitate resolution.
- b. The mediator's responsibilities include:
- c. Ensuring impartiality and fairness throughout the process.
- d. Proposing solutions that prioritize the best interests of the project and Norrhavet.
- e. Documenting the resolution and ensuring accountability for agreed actions.

4. **Step 4: Final Resolution**

- a. The final resolution must be documented and signed by all parties involved.
- b. Non-compliance with the agreed resolution will result in contract reevaluation and potential penalties.

Conflict Escalation Prohibited

Under no circumstances should any party escalate an internal conflict to Norrhavet's clients.

Breaching this policy will result in:

Severe Financial Penalties: Calculated based on the extent of the damage caused, including potential loss of the client relationship.

Reputational Damage Compensation: Additional penalties for harm caused to Norrhavet's reputation.

Legal Action: In cases of significant breaches, Norrhavet reserves the right to pursue legal recourse.

Preventing Conflicts

1. Clear Expectations

- a. Norrhavet emphasizes the importance of setting clear expectations at the start of every project to minimize misunderstandings and disputes.
- b. All collaborators must review and agree to project objectives, deliverables, and timelines.

2. Proactive Feedback

- a. Regular feedback sessions will be conducted to address potential concerns early and maintain alignment across teams.
- b. Suppliers and collaborators are encouraged to raise concerns promptly to prevent escalation.

3. Professional Conduct

- a. All parties must adhere to Norrhavet's communication and professionalism guidelines to create a respectful and collaborative working environment.

13. Communication Archiving

Effective communication archiving is critical to ensure transparency, accountability, and seamless project execution. Norrhavet has established stringent guidelines for documenting and securely storing all project-related communication.

Documentation Requirements

1. Comprehensive Recording of Communication

- a. All communication, including emails, messages, meeting notes, and shared files, must be documented.
- b. Platforms such as Slack, email threads, or project management tools must be used to ensure traceability.
- c. Critical communications, such as approvals, revisions, and agreements, must be explicitly documented to avoid ambiguity.

2. Centralized Storage

- a. All communication must be stored in Norrhavet's approved systems, such as project management tools, cloud storage platforms, or internal databases.
- b. These systems ensure that information remains organized, accessible, and secure throughout the project lifecycle.

3. Standardized Format

- a. Communication records should follow a standardized format to facilitate quick referencing and review.
- b. Meeting notes, for instance, must include:
 - c. Date and time of the meeting.
 - d. Attendees and their roles.
 - e. Key discussion points.
 - f. Decisions made and action items.
- g. Email threads must include relevant subject lines and comprehensive responses to maintain clarity.

Accessibility Guidelines

1. Audit-Ready

- a. Communication archives must be accessible for periodic audits and internal reviews.
- b. All collaborators are responsible for ensuring that their communications are properly filed and labeled.

2. Role-Based Access

- a. Access to archived communications will be restricted based on roles and responsibilities to ensure confidentiality.
- b. Sensitive information will only be accessible to authorized personnel, as defined by the project's requirements.

3. End-of-Project Archiving

- a. At the conclusion of each project, a comprehensive archive must be compiled, including all communication records, deliverables, and key documentation.
- b. This archive will be stored in a dedicated project folder managed by Norrhavet's internal team.

Security and Confidentiality

1. Secure Storage

- a. All archived communication must be encrypted and stored in secure systems to prevent unauthorized access or data breaches.
- b. Regular system updates and security protocols will be implemented to safeguard this information.

2. 2.Compliance with Data Regulations

- a. Communication archiving must adhere to relevant data protection regulations, such as GDPR or local equivalents.
- b. Any breach of communication security must be reported immediately, and corrective actions must be taken as per Norrhavet's Data Security & Breach Protocols.

Accountability and Monitoring

1. 1.Regular Monitoring

- a. Norrhavet will conduct regular reviews of communication archives to ensure compliance with this policy.
- b. Any discrepancies or missing records must be addressed promptly by the responsible parties.

2. 2.Collaborator Responsibility

- a. Collaborators are accountable for documenting and archiving their communications in accordance with Norrhavet's guidelines.
- b. Failure to comply with these requirements may result in disciplinary action, including contract reevaluation.

Benefits of Communication Archiving

Transparency

Provides a clear record of project progress, ensuring all parties remain aligned.

Accountability

Facilitates accountability by maintaining a documented trail of decisions, feedback, and approvals.

Efficiency

Streamlines project reviews and audits, enabling quicker resolution of potential issues.

14. Prohibited Use of Work

The integrity and confidentiality of work produced for Norrhavet and its clients are paramount. Strict guidelines have been established to ensure the protection of intellectual property and prevent unauthorized use.

Prohibited Actions

1. Unauthorized Showcasing of Work

- a. Collaborators, including employees, freelancers, consultants, and suppliers, are strictly prohibited from displaying any work created for Norrhavet or its clients in:
 - b. Personal portfolios (digital or physical).
 - c. Individual or company websites.
 - d. Promotional materials, presentations, or advertisements.
 - e. Social media platforms or other public forums.

2. 2.Public Discussion of Work

- a. Collaborators may not publicly reference or disclose details about Norrhavet or client projects, methodologies, or outcomes without express written approval.
- b. This includes refraining from sharing behind-the-scenes processes, project details, or visual assets on public platforms.

3. 3.Attribution

- a. All work completed for Norrhavet or its clients is the sole intellectual property of Norrhavet or the respective client.
- b. Collaborators are prohibited from claiming credit for work completed as part of Norrhavet's team without prior approval.

Permission Protocol

1. Written Consent Required

- a. Any use of work created for Norrhavet or its clients must be pre-approved in writing by Norrhavet's management.
- b. Requests must include details about the intended use, audience, and purpose of showcasing the work.

2. Approval Process

- a. Norrhavet will review requests on a case-by-case basis, evaluating whether the proposed use aligns with company and client interests.
- b. Approvals, when granted, will specify:
- c. Which work may be showcased.
- d. The format and platform for display.
- e. Any required disclaimers or attribution statements.

Enforcement

1. Immediate Action on Breaches

- a. Unauthorized use of work will result in:
- b. Immediate cessation of all collaborations.
- c. Financial penalties scaled to the severity of the breach, including damages caused to Norrhavet's or the client's reputation or business interests.
- d. Potential legal proceedings to seek compensation and protect intellectual property rights.

2. Monitoring and Reporting

- a. Norrhavet actively monitors public platforms for unauthorized use of its work.
- b. Collaborators are encouraged to report any suspected breaches to Norrhavet's management immediately.

Protecting the Reputation of Norrhavet and Its Clients

1. Maintaining Professional Integrity

- a. By adhering to these guidelines, collaborators uphold the trust placed in Norrhavet by its clients.
- b. Protecting project confidentiality reinforces the professionalism and credibility of all involved parties.

2. Preventing Market Confusion

- a. Unauthorized sharing of work can lead to misrepresentation or dilution of the brand identity and objectives of both Norrhavet and its clients.
- b. Ensuring work remains exclusive to Norrhavet and its clients protects their unique positioning in the market.

Commitment to Excellence

Norrhavet's guidelines on prohibited use of work are designed to safeguard intellectual property and maintain the trust of its clients. Collaborators who respect these standards contribute to the high-quality, professional environment that Norrhavet is committed to fostering.

15. Creative & Innovative Standards

At Norrhavet, creativity and innovation are the foundation of every project we undertake. We hold all collaborators—whether employees, freelancers, or suppliers—to the highest standards of creative excellence and innovation to ensure our work consistently exceeds client expectations and sets industry benchmarks.

Expectations for Creativity and Innovation

1. Delivering Cutting-Edge Work

- a. Collaborators are expected to:
- b. Produce innovative solutions that reflect the latest design trends, technologies, and industry practices.
- c. Demonstrate a clear understanding of client goals and adapt creative strategies to align with those objectives.
- d. Ensure deliverables stand out in competitive markets, helping clients differentiate their brand, product, or service.

2. Alignment with Norrhavet's Standards

- a. All work must embody Norrhavet's commitment to:
- b. Originality: Avoiding generic or templated solutions.
- c. Functionality: Ensuring creative outputs solve real problems and add measurable value.
- d. Vision: Fostering a forward-thinking approach that inspires trust and credibility.

3. Quality and Refinement

- a. Collaborators must meticulously review their work for quality, ensuring every detail aligns with Norrhavet's high standards.
- b. Innovative thinking should be complemented by professional execution, ensuring ideas are both groundbreaking and actionable.

Continuous Skill Development

1. Investing in Growth

- a. Collaborators are encouraged to:
- b. Stay informed about the latest industry trends, tools, and methodologies.
- c. Participate in training programs, workshops, and conferences to maintain and expand their expertise.
- d. Explore innovative approaches in their respective fields to bring fresh perspectives to Norrhavet's projects.

2. Knowledge Sharing

- a. As part of the Norrhavet team, collaborators are expected to share insights and learnings with colleagues and partners to foster a culture of collective growth and innovation.

Evaluation and Feedback

1. Performance Reviews

- a. Collaborators will undergo periodic reviews to ensure their work meets Norrhavet's creative and innovative standards.
- b. Constructive feedback will be provided to encourage continuous improvement.

2. Accountability for Deliverables

- a. All creative outputs will be assessed for alignment with project goals, client expectations, and Norrhavet's vision.
- b. Failure to meet these criteria may result in revisions, additional oversight, or reassignment of responsibilities.

Collaborative Innovation

1. Emphasizing Teamwork

- a. Norrhavet values collaborative innovation, where diverse skills and ideas converge to create extraordinary outcomes.
- b. Collaborators are encouraged to contribute their unique expertise while respecting the input and feedback of others.

2. Exploring New Frontiers

- a. Innovation isn't limited to design—it extends to processes, tools, and client engagement.

- b. Collaborators should propose new ideas for streamlining workflows, enhancing client experiences, and elevating project results.

Enforcement

1. Failure to Meet Standards

- a. Deliverables that fail to meet Norrhavet's creative and innovative expectations may result in:
 - b. Revisions and additional oversight.
 - c. Reevaluation of the collaborator's role or contract.

2. Recognition for Excellence

- a. Outstanding work that exemplifies creativity and innovation will be acknowledged and celebrated within the Norrhavet community, reinforcing a culture of excellence.