

# Customers & Strategy Policy

## Objective

***Aker Solutions shall, in a collaborative manner, create value and build partner and customer relationships by delivering the best offerings addressing the customer's needs***

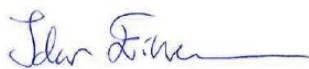
## Commitments

- We shall drive and facilitate high quality strategies, business and tender development processes to ensure that we target the right projects with good margins, maximize our winning probabilities, while promoting value-based solutions meeting the customer's needs
- We shall provide the best customer experience through marketing of our capabilities, proactive positioning, value adding proposals and advanced account management practices
- We shall create long-term relationships with partners and clients with focus on quality, common drivers and efficient work processes
- We shall strive to secure a balanced sales funnel and to unlock new sources of value through our partners and alliances
- We shall apply global market intelligence combined with in-depth knowledge of Aker Solutions' offerings to propose our long-term corporate strategy
- We shall drive the renewable and low carbon energy production transition
- We shall provide the right level of resources to ensure that this policy is implemented appropriately

## Behaviours

- We focus on understanding the customers' needs in every aspect of our deliveries
- We provide value-adding solutions to our customers answering their needs and challenges
- We understand Aker Solutions' global offering portfolio, and strive to provide cross-segment alternatives that add value to our customers
- We join efforts and cooperate as one team across Aker Solutions to achieve our objectives
- We strengthen account management through proactive involvement of key account managers and timely information sharing
- We take personal responsibility for continuous improvement through efficient use of digital tools and simplification of work processes

Owned by



Idar Eikrem  
Chief Financial Officer

Approved by



Kjetel Digre  
Chief Executive Officer

