

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



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Approved by



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Chief Executive Officer

We solve global energy challenges
for **future** generations



Safeguards



Solutioneers



Changemakers



Co-creators