

Customers & Strategy Policy

Objective

Aker Solutions shall create value and build customer trust by delivering the best solutions and services addressing the customer’s global needs

Commitment

- 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 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

Behavior

- We focus on understanding the customer’s 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 the continuous improvement in the Customer Relationship Management (CRM) tool

Owned by



Anders Hannevik
EVP Customers & Strategy

Approved by



Kjetel Digre
Chief Executive Officer

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



Safeguards



Solutioneers



Changemakers



Co-creators