

## Loop Customer Management Limited – 31 March 2025

### **Statement by the directors in performance of their statutory duties in accordance with s172(1) Companies Act 2006**

The directors consider that they have acted in the way they consider, in good faith, would be most likely to promote the success of the company for the benefit of its members as a whole and having regard (amongst other matters) to factors (a) to (f) of s172(1) Companies Act 2006, in the decisions taken during the year ended 31 March 2025. The company's principal activity is the provision of customer management services for Yorkshire Water, a fellow subsidiary of Kelda Holdings Limited. Through their actions, the directors operate the company in a manner consistent with Yorkshire Water's high standards of business conduct. The company's largest United Kingdom (UK) holding company is Kelda Eurobond Co Limited, a copy of whose s172(1) Statement can be found in its 2025 Annual Report and Financial Statements. This statement sets out how the group's decisions and policies affect employees, customers and other stakeholders, suppliers, and the impact of the group's operations on the community and the environment.