

Conflict of Interest Policy

Version 06 – Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

Charity	Mama2Mama Baby Essentials CIO · Registered Charity 1199777
Policy lead	Zuzana Fratrikova, Founder & CEO
Governance owner	Board of Trustees
Review due	3rd November 2027
Contact	info@mama2mama.org.uk · 07958 759731
Approval	Approved by the Board of Trustees on 3rd November 2026

1. Why this policy matters

Mama2Mama Baby Essentials is built on trust — trust between our team, our supporters, and the families we serve. That trust depends on transparency and accountability in everything we do. Conflicts are not necessarily wrongdoing; identifying and managing them openly protects impartial decisions and public confidence.

2. Purpose and scope

This policy applies to trustees, the CEO, employees, volunteers with decision-making duties, committee members and anyone acting on behalf of Mama2Mama. It covers charity services, grant-funded programmes, the donation warehouse, Café 51, procurement, recruitment, partnerships, property and fundraising.

3. What counts as a conflict

A conflict arises when a personal, financial or other interest, or a duty of loyalty to another person or organisation, could affect—or reasonably appear to affect—impartial decisions for Mama2Mama. It can be actual, potential or perceived. Examples include a relative bidding for a contract, a staff member recruiting a friend, a trustee linked to a competing charity, or a decision benefiting a connected business.

4. Core principles

Act solely in Mama2Mama's best interests; disclose early and fully; record decisions; avoid influence by conflicted individuals; use independent judgement; obtain required authority before any trustee or connected-person benefit; and keep a proportionate audit trail. No declaration alone makes an otherwise prohibited transaction permissible.

5. Declaring interests

Trustees and relevant decision-makers complete a declaration when appointed, review it at least annually, and update it promptly when circumstances change. All meeting participants declare relevant agenda-specific interests at the start of meetings or as soon as they become apparent. Interests include paid work, directorships, trusteeships, substantial financial interests, family/close personal relationships, gifts and hospitality, and loyalty to other bodies.

6. Register of Interests

The CEO coordinates a restricted-access Register of Interests, while the Chair or an independent trustee oversees trustee declarations. The register records the declarant, nature of interest, related organisation/person where appropriate, dates, potential decisions affected, mitigation, reviewer and review date. Access is limited on a need-to-know basis and records are managed under the GDPR & Data Protection Policy. The accompanying Excel workbook is the template for the register; entries are added as declarations are received.

7. Managing a conflict at a meeting

The chair of the relevant meeting, or an independent trustee if the chair is conflicted, determines the management plan consistent with the CIO constitution and applicable law. Normally the conflicted person does not receive confidential decision papers, participate in discussion, influence others, count towards quorum for that decision, or vote; they leave for the relevant item. The minutes record the interest, withdrawal, quorum, decision, rationale and any advice or authority obtained.

8. Trustee benefits and connected-party transactions

Trustee payments, benefits, employment and transactions with connected persons require particular care. Trustees must check the charity's constitution and applicable charity law, identify whether a valid power or Charity Commission/court authority is needed, and ensure conflicted trustees do not take part in authorising the arrangement. Independent trustees should document necessity, value for money, alternative options, written terms and continuing monitoring. No arrangement should proceed solely on CEO approval.

9. Procurement, recruitment and Café 51

Use fair and proportionate supplier selection and document comparable quotations or the reason this was not practicable. Staff and trustees must declare links to suppliers, contractors, landlords, café partners, event organisers, applicants or referral decisions. A connected person must not select, negotiate or approve their own arrangement. Café 51 transactions and charity funds must be properly separated and recorded in line with financial controls.

10. Gifts, hospitality and donations

Any gift or hospitality that could influence—or appear to influence—a decision must be declared and assessed. Modest customary refreshments may be acceptable, but cash, substantial gifts, preferential discounts or benefits linked to decisions require independent review. Donations with conditions creating personal benefits or undue influence should be escalated to trustees.

11. CEO, Chair and trustee conflicts

Zuzana Fratrikova is the primary operational policy contact but must not decide or investigate a matter in which she has an interest. Such matters go directly to the Chair, Miroslava Zverbikova, or a nominated independent trustee. If the Chair is implicated, an unconflicted trustee leads. If insufficient unconflicted trustees remain to make a lawful decision, the Board obtains independent advice and any necessary external authority before acting.

12. Breaches and raising concerns

Potential non-disclosure, favouritism or improper influence can be reported to the CEO or independently to an unconflicted trustee. Concerns are assessed fairly and confidentially, with appropriate safeguards against retaliation. Serious misconduct may be handled under the Whistleblowing Policy; individual workplace disputes under the Complaints and Grievance Policy. Consider whether a serious incident report or referral to a regulator is required.

13. Accountability, monitoring and training

The Board retains ultimate responsibility. The CEO maintains operational procedures and supports induction; the Chair/independent trustee reviews the trustee register and manages CEO-related declarations. Interests are a standing agenda item, with an annual register refresh and periodic checks of contracts and related-party transactions. Financial reporting and statutory accounts must disclose related-party transactions as applicable.

14. Approval and review

This policy replaces Version 05 and was approved by the Board of Trustees on 3rd November 2026. It is scheduled for review by 3rd November 2027, or sooner after a significant incident, regulatory change or organisational restructuring. The independent trustee contact is Miroslava Zverbikova, Chair of Trustees (zverbikovam@yahoo.com).

Appendix A – declaration workflow

1 Declare interest before the decision	2 Record it in the register and meeting agenda/minutes
3 Identify whether legal authority or constitutional permission is required	4 Appoint an unconflicted decision-maker
5 Exclude the interested person from relevant information, discussion and voting as appropriate	6 Record independent reasoning and authorisation
7 Review ongoing arrangements	

Appendix B – implementation checklist

- [ ] Keep the October 2026 trustee meeting minutes on file as the approval reference.
- [ ] Make sure staff and volunteers know the independent trustee contact (Miroslava Zverbikova, Chair of Trustees).
- [ ] Obtain signed trustee and relevant staff declarations.
- [ ] Populate and restrict access to the register.
- [ ] Check constitutional rules and related-party authorisation before commitments.
- [ ] Add declarations to trustee meeting agendas.
- [ ] Train relevant staff and volunteers.
- [ ] Review procurement and Café 51 supplier relationships for declarations.

Trustee approval record

Approved by the Board of Trustees on:	3rd November 2026
Minute reference:	October 2026 trustee meeting minutes
Independent trustee contact:	Miroslava Zverbikova, Chair of Trustees
Next review:	3rd November 2027

Miroslava Zverbikova

Miroslava Zverbikova
Chair of Trustees
Signed electronically on 3rd November 2026

Agnieszka Derejska

Agnieszka Derejska
Trustee
Signed electronically on 3rd November 2026

Hazel Chawapiwa

Hazel Chawapiwa
Trustee
Signed electronically on 3rd November 2026

Roy Gopaul

Roy Gopaul
Trustee
Signed electronically on 3rd November 2026

Zuzana Fratrikova

Zuzana Fratrikova
Policy owner · Founder & CEO
Signed electronically on 3rd November 2026

Our commitment

We know that relationships, roles and partnerships are part of community life. What matters is how we manage those connections—with honesty, care and transparency. Our decisions must always serve the people we exist to support.

Honesty, care *and transparency.*

Mama2Mama Baby Essentials is built on trust — trust between our team, our supporters, and the families we serve.

We know that relationships, roles and partnerships are part of community life. What matters is how we manage those connections.

Our decisions must always serve the people we exist to support.

If you have a concern, you can raise it with the CEO or independently with an unconflicted trustee.

