

Equality, Diversity and Inclusion Policy

Version 3.0 – Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

Mama2Mama Baby Essentials

Charity Number: 1199777

mama2mama.org.uk

Status: Approved by Board of Trustees. This document supersedes Version 2.0 (14 October 2024).

Policy owner and primary contact: Zuzana Fratrikova, Founder & CEO | info@mama2mama.org.uk

Applies to: Mama2Mama baby bank and donation operations, Café 51 Community Hub, Shurgard Donation Warehouse Unit, outreach, events, online activities and future premises.

1. Introduction and our commitment

At Mama2Mama, inclusion isn't a formality. It's how we show up for families, volunteers and each other. Our support work reaches people with vastly different life experiences. That makes fairness, respect and self-awareness part of the job. This policy sets out how we embed equality, diversity and inclusion (EDI) into our day-to-day decisions, our community offer, and how we work as a team.

It applies to everyone involved in the organisation—from trustees and team members to volunteers, delivery partners and anyone who accesses our spaces and support. Our goal is a working and community environment where people feel safe to be themselves, where barriers are removed, and where every family feels they belong.

We will treat people with dignity, listen without judgement, remove avoidable barriers, and act when exclusion or discrimination occurs. These are expectations for staff, trustees, volunteers, contractors, visitors and partners acting on our behalf.

2. Why this policy matters

Families often come to Mama2Mama in crisis or transition. These moments make people particularly vulnerable to discrimination, judgement or exclusion—even if unintended. We can't take for granted that our services are equally accessible to everyone. It takes active attention.

Structural inequality affects every system families navigate—housing, immigration, employment, benefits, and beyond. We can't fix all of that. But we can look closely at how our own practices either reinforce those systems or help dismantle them.

3. Legal framework and terminology

The Equality Act 2010 protects against discrimination in relevant employment and service contexts. The nine protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The precise protections and exceptions differ by context; for example, marriage and civil partnership protection is principally relevant to employment.

Prohibited conduct can include direct and indirect discrimination, harassment, victimisation and failure to make reasonable adjustments for disabled people where the legal duty applies. Protection can also arise from association with, or perception of, a protected characteristic in relevant circumstances. Volunteers do not automatically have the same statutory employment rights as employees; Mama2Mama nonetheless applies this policy to volunteers as an organisational standard.

We also take account of applicable UK data protection law, safeguarding duties, employment obligations and accessibility requirements. Nothing in this policy overrides safeguarding, lawful eligibility criteria, food safety or the safety of service users.

4. Governance, leadership and responsibilities

- **Board of Trustees:** approve and review the policy, scrutinise significant EDI risks and complaints, support fair governance and appoint an independent trustee contact for complaints involving the CEO.
- **Zuzana Fratrikova, Founder & CEO:** primary EDI lead and contact; coordinates implementation, reasonable adjustment requests, training, complaints, monitoring and reporting to trustees.
- **Site and activity leads:** apply the policy to shifts, recruitment, services, events and physical environments; escalate barriers and concerns promptly.
- **All staff, volunteers and trustees:** behave respectfully, follow guidance, challenge or report discriminatory conduct, protect confidentiality and cooperate with reasonable adjustments.
- **Partners and contractors:** are expected to comply with Mama2Mama's standards while delivering activities on its behalf.

> **Independent trustee contact for concerns about the CEO: Miroslava Zverbikova**, Chair of Trustees (zverbikovam@yahoo.com). No person should be required to submit a complaint about the CEO to the CEO alone.

5. Our approach to inclusion and intersectionality

We don't see inclusion as a checklist. It means looking closely at who isn't here, who isn't speaking up, and why. It means paying attention to small moments of dignity or exclusion—the kind that shape whether someone comes back.

We recognise that many of the families we support hold multiple identities that interact in ways that can deepen inequality. We listen to people as whole individuals, check assumptions and tailor support where appropriate and feasible. Feedback from people with lived experience will inform improvements.

6. Fair access to baby bank support and Café 51

Mama2Mama operates a professional-referral model for baby bank support. Referral and eligibility rules must be clear, applied consistently and reviewed for unintended exclusion. Staff must not make assumptions about family structure, immigration status, disability, language, religion, gender or financial circumstances. Where needs fall outside our remit, we should explain this respectfully and signpost when possible.

Café 51 is a community-facing café and family space. We will seek to make purchasing, booking, events, play activities, facilities and customer service accessible and welcoming. Any capacity, age, safeguarding, safety or pricing conditions must be communicated clearly and applied consistently. Service decisions must not be discriminatory.

We will consider practical alternatives when standard arrangements are inaccessible: adjusted collection times, accessible communications, support through referring professionals, seating arrangements and accessible event participation, subject to safety and resources.

7. Disability inclusion and reasonable adjustments

Accessibility is about more than wheelchair ramps. It includes how people experience our spaces, our forms, our emails, and our conversations. We aim to make our baby bank and café spaces accessible in every way possible.

Requests for adjustments may be made verbally or in writing to the CEO or a site lead. We will discuss the barrier, the individual's preference, feasibility, safety and privacy; agree and record an appropriate response; and review it when circumstances change. We will not demand unnecessary medical details.

- Consider physical access, accessible toilets, pathways, seating, lighting, signage, quiet space and evacuation assistance at each location.
- Offer plain-language information, larger print, digital alternatives or communication support where reasonably practicable.
- Consider flexible volunteer tasks, shifts, breaks, equipment and training methods.
- Assess disability-related safety needs individually rather than imposing blanket exclusions.
- Where an adjustment cannot be provided, explain the reason and explore a workable alternative or review route.

Accessibility features must be checked on site before being represented as available. Current assessments and reasonable adjustment records should be kept confidential.

8. Recruitment, selection and progression

Recruitment of employees, volunteers and trustees will use role-related criteria, accessible advertising and fair selection. Applicants should be offered a way to request reasonable adjustments. Interview questions should focus on ability to fulfil the role, with appropriate safeguards and lawful checks.

We are committed to leadership that reflects the communities we support. That means widening access to opportunities, opening supported pathways into volunteering and leadership roles, and being transparent about decision-making structures. Decisions on training, promotion, allocation of work, recognition and references should be fair and documented where appropriate.

DBS checks must be requested only where the role and law permit them, and any safeguarding-related restrictions must be proportionate to the role.

9. Staff, volunteer and trustee culture

Inclusion begins inside. We want Mama2Mama to be a workplace where everyone's contribution is recognised, where barriers are addressed early, and where people feel safe speaking up. We make adjustments for disabled staff and volunteers, offer flexible working wherever possible, and work to make our induction and training inclusive by design.

Bullying, harassment or exclusionary behaviour—whether overt or subtle—is not tolerated. This includes racist, sexist, homophobic, transphobic, disablist or other degrading remarks; unwanted sexual conduct; hostile jokes; exclusion from opportunities; online harassment; and retaliation against people who raise concerns.

Managers must respond promptly, prevent recurrence and use the appropriate employee grievance, disciplinary, volunteer concern or safeguarding process. Allegations will be assessed fairly, without assuming either party is at fault.

10. Supporting families with varied needs

We tailor our support based on the realities people face. Refugee and asylum-seeking families may need culturally sensitive communication and specialist signposting; LGBTQ+ families must be welcomed without assumptions; survivors of domestic abuse may need discreet contact arrangements; and families facing disability, isolation, insecure housing or multiple challenges may need flexible and trauma-informed responses.

We respect names, pronouns, beliefs, family structures, privacy and individual choices. Staff and volunteers must not seek unnecessary personal information or impose personal beliefs on families. Translation or interpretation should be explored when communication barriers affect access or safety; sensitive safeguarding conversations should use appropriate professional support where possible.

11. Digital inclusion, information and communications

We aim to communicate in plain English and use readable, accessible formats. Digital materials should, where practicable, include meaningful alternative text, clear headings, accessible documents and a non-digital route for people who cannot access online systems.

We must obtain appropriate permissions before publishing identifiable stories or images. Family information, including sensitive EDI information, is shared only where there is a lawful basis and a genuine need to know. Staff must use approved organisational systems and follow the Data Protection and Safeguarding Policies.

12. Training, induction and awareness

EDI expectations will be explained during induction for staff and volunteers and reinforced through role-appropriate learning. Topics include respectful language, protected characteristics, reasonable adjustments, cultural awareness, trauma-informed approaches, discrimination, harassment and routes to raise concerns.

Training records will identify who attended, when, the content and any refresher need.

13. Raising concerns, complaints and protection from retaliation

If someone experiences or witnesses exclusion, discrimination or inappropriate behaviour, we want them to speak up—and to feel safe doing so. Concerns may be raised with Zuzana Fratrikova (CEO), a manager or the nominated independent trustee. Anonymous concerns will be considered as far as available information permits.

Response procedure

- Immediate danger or safeguarding concern: act under the Safeguarding Policy and contact emergency services if necessary; do not wait for the EDI complaint process.
- Acknowledge a non-urgent written concern within five working days where contact details are available.
- Agree who will review it, consider any conflict of interest and put interim protections in place where necessary.
- Seek relevant accounts and records sensitively; share information only with those who need it.
- Aim to provide a reasoned outcome or progress update within 20 working days; explain if a complex case needs longer.
- Offer review by an uninvolved trustee where reasonably possible, and record actions, learning and follow-up.

These are organisational service standards, not statutory deadlines. Employees retain their applicable employment rights and may use formal grievance routes. Victimisation or retaliation for raising a concern in good faith is prohibited. Confidentiality cannot be absolute where legal duties or safeguarding require disclosure.

14. Feedback, participation and monitoring

Inclusion means involving people in decisions that affect them. We will invite feedback from families, referral partners, staff and volunteers through accessible channels, and consider patterns in access, complaints, recruitment and participation.

EDI monitoring information will be collected only where needed for a specified lawful purpose, with appropriate privacy information, minimisation, security and retention controls. Consent is not always the correct lawful basis for processing; special category data requires an additional lawful condition. No individual should be pressured to disclose sensitive characteristics merely to receive support.

The CEO will report significant trends and improvement actions to trustees at least annually. Any public reporting should be aggregated to protect individuals, particularly where numbers are small.

15. Implementation and review

This policy will be circulated to staff, trustees and volunteers and made available to service users on request. Managers will incorporate it into recruitment, induction, service delivery, complaints and event planning. It will be reviewed annually, or sooner after a material legal, operational or safeguarding change.

Related documents: Safeguarding Policy; Volunteer Policy and Handbook; Health and Safety Policy and Procedures; Complaints Policy; Data Protection/Privacy Policy; staff grievance and disciplinary procedures; relevant accessibility and event risk assessments.

16. Policy approval record

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Policy owner: Zuzana Fratrikova, Founder & CEO

Approved by the Board of Trustees on 3rd November 2026.

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

Independent trustee escalation contact: Miroslava Zverbikova, Chair of Trustees

Appendix A — EDI implementation checklist

- [ ] Publish the independent trustee escalation contact (Miroslava Zverbikova, Chair of Trustees) to all staff and volunteers.
- [ ] Check accessible routes, facilities, signage and evacuation plans for Café 51 and Shurgard.
- [ ] Review baby bank referral criteria and café booking conditions for avoidable barriers.
- [ ] Set up a confidential adjustments request and response log.
- [ ] Record EDI induction/training completion and refresher needs.
- [ ] Publish accessible complaints information and maintain a secure case log.
- [ ] Review privacy notice and lawful basis before collecting demographic monitoring data.
- [ ] Report EDI actions and trends to trustees at least annually.

Appendix B — Quick response guide

1 Listen respectfully	2 Ensure immediate safety
3 Identify the right contact (CEO or independent trustee)	4 Record facts securely
5 Agree interim steps	6 Investigate proportionately
7 Communicate outcome and review	8 Identify learning

Our commitment

Equality, diversity and inclusion aren't box-ticking exercises—they're about trust, respect, and how we show up every day. They shape how we speak to people, how we make decisions, and how we hold the door open for others.

At Mama2Mama, inclusion means no one is left out, ignored, or treated as an afterthought. It means making space for different voices, removing unnecessary barriers, and staying open to challenge and change. Every action counts.

Everyone belongs.
Every voice matters.

At Mama2Mama, inclusion isn't an aspiration—it's how we work.

This policy is part of our ongoing commitment to fairness, accessibility and representation. It reflects the lived experiences of the families we serve and the people who make our work possible.

If you have feedback, ideas, or questions about this policy, we'd love to hear from you.

Because creating an inclusive community is something we do together.



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