

Health and Safety Policy

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

Mama2Mama Baby Essentials CIO | Registered charity 1199777

Status	Approved by Board of Trustees
Issue date	3rd November 2026
Next scheduled review	3rd November 2027
Executive lead	Zuzana Fratrikova, Founder & CEO
Contact	info@mama2mama.org.uk

Implementation note: This policy sets the required controls. Completion of site inspections, training, assessments and statutory checks is tracked in Appendix A and reported to trustees.

1. Statement of intent

Mama2Mama is committed to ensuring that its activities are safe and will do whatever it reasonably can to provide for the health, safety and welfare of staff, volunteers, beneficiaries, customers, contractors and visitors, minimising risks so far as reasonably practicable. This retains the central commitment in the February 2024 policy.

We will provide safe places and systems of work; suitable risk assessments; appropriate information, instruction, training and supervision; safe equipment; welfare and first-aid arrangements; and clear ways to report concerns. No operational target takes priority over safety.

2. Scope and legal framework

This policy applies to the baby bank, storage and warehouse premises, Café 51 and its play/community spaces, donation collections and deliveries, community events, off-site activity and any other Mama2Mama-controlled work. Landlords, venue owners and contractors retain their own legal duties.

Relevant UK duties include the Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; Workplace (Health, Safety and Welfare) Regulations 1992; Manual Handling Operations Regulations 1992; Provision and Use of Work Equipment Regulations 1998; COSHH Regulations 2002; RIDDOR 2013; Regulatory Reform (Fire Safety) Order 2005 (as amended); Food Safety Act 1990 and applicable food hygiene and food information legislation; Equality Act 2010; and applicable electrical and gas safety requirements. Apply current guidance and local fire authority requirements.

3. Leadership and accountability

The Board of Trustees retains overall governance oversight, approves the policy, reviews material risks and ensures sufficient resources and competent assistance.

Zuzana Fratrikova, Founder & CEO, is the overall organisational lead and primary contact for health and safety. She coordinates the risk register, action plans, incident escalation, assurance reporting and contractor/landlord liaison.

Site or shift leads must implement controls, brief teams, stop unsafe work, record incidents and report hazards to the CEO. Every worker and volunteer must take reasonable care, follow instructions, use equipment correctly and promptly report hazards.

Competent health and safety assistance: the Board/CEO will formally identify a person or external adviser with the necessary knowledge, skills and experience. The CEO designation alone does not establish technical competence. The adviser's name, scope and appointment are recorded in the approval record (section 16).

4. Risk assessment and safe systems

Suitable and sufficient risk assessments will identify hazards, people at risk, existing controls, additional actions, owners and review dates. Findings will be recorded and communicated before work starts.

Assess premises and activities separately, including baby bank sorting, heavy shelving, lifting, deliveries, vehicle movements, café kitchen and food preparation, play areas, events, lone work, young persons, pregnancy and individual accessibility needs.

Review assessments at least annually as an internal control and promptly following incidents, significant change, new premises/equipment, changed legislation or evidence that controls are ineffective. An annual review does not replace immediate reassessment when circumstances change.

5. Premises, access and welfare

Keep exits, corridors, stairs and emergency access unobstructed; manage slips, trips, spills, lighting, ventilation, temperature, toilets, drinking water, waste and pest control. Conduct and record opening/closing checks.

Agree written responsibilities with each landlord for building fabric, fire systems, gas, electrical installations, water systems, maintenance, defects and shared areas. Request and retain appropriate evidence rather than assuming landlord checks have occurred.

Accessible routes and reasonable adjustments must be considered for staff, volunteers, visitors and service users.

6. Fire and emergency arrangements

Each relevant premises must have a suitable, current fire risk assessment by a competent person, with actions assigned and tracked. Keep clear escape routes, adequate signage, alarm arrangements, emergency lighting and suitable extinguishers where required.

Site-specific evacuation plans must state alarm activation, assembly point, responsible persons, assistance for children and people needing help, calling 999 and re-entry controls. Staff and volunteers receive fire briefing before commencing duties.

Record routine alarm/emergency-light checks, servicing, fire drills and remedial work at a frequency set by the risk assessment, relevant standards and responsible person. Fire drills are held at least annually as an internal minimum, unless a site assessment requires more frequent practice.

7. First aid, accidents and RIDDOR

Undertake a first-aid needs assessment for each site/activity and provide suitable kits, trained first aiders or appointed persons and clear emergency contact instructions. Post arrangements and inspect supplies.

All accidents, injuries, work-related ill health, dangerous occurrences and near misses must be reported promptly to the shift/site lead and CEO, recorded factually and investigated proportionately. Preserve confidentiality and act to prevent recurrence.

The CEO, with competent advice, will determine whether RIDDOR applies and ensure legally required notifications within statutory deadlines; do not assume every accident is reportable. Serious incidents must also be escalated to trustees promptly and assessed for any Charity Commission serious incident reporting obligation.

8. Baby bank, donated items and warehouse

Inspect donated products before distribution using documented acceptance/rejection criteria; quarantine damaged, recalled, incomplete, contaminated or otherwise unsafe items. Check relevant safety standards and recalls for cots, car seats, electrical items, toys and other higher-risk goods; do not distribute items where safety cannot be reasonably verified.

Set shelving load limits, secure racking as appropriate, inspect for damage and instability, store heavy stock low, prohibit climbing on shelves and keep access routes clear. Restrict high-level retrieval to trained, authorised personnel using appropriate equipment.

Assess manual handling and avoid hazardous lifts where practicable; use trolleys and team lifts only where appropriate, with training and clear weight/size limits. Manage sharps, soiled donations, dust and hygiene risks using appropriate PPE and cleaning.

9. Vehicles, collections and off-site activity

Assess loading, unloading, parking, traffic separation, route planning, vehicle suitability and driver competence. Secure loads and do not exceed vehicle limits. Drivers must hold appropriate licences and insurance for the journey and purpose; verify business/voluntary-use cover where relevant.

Do not require volunteers to enter unsafe homes, lift beyond assessed capacity, work alone in high-risk situations or carry out tasks outside their role. Use check-in arrangements for lone or remote workers.

10. Café 51, food and children's play

Maintain a separate documented food safety management system based on HACCP principles, appropriate food hygiene training, temperature/cleaning/pest records, allergen controls, supplier traceability and safe storage/preparation. Confirm local authority registration and current inspection information.

Assess scalds from hot drinks, hot surfaces, knives, appliances, slips, cleaning chemicals, electrical risks and customer congestion. Apply suitable controls and supervision, including during private parties and after-hours events.

Children remain under the supervision of their parent/carer unless a specifically staffed childcare activity with its own arrangements has been formally approved. Inspect play equipment and toys, manage age suitability and choking risks, and define maximum safe occupancy.

11. Equipment, electrical, gas and chemicals

Select suitable equipment, maintain it, inspect as required and train authorised users. Defective items must be labelled, isolated and not used until made safe. Assess ladders/steps and work at height; avoid improvised access.

Ensure fixed electrical installations, portable equipment and gas appliances are inspected and maintained based on risk, law and competent advice. Do not assume annual PAT testing is universally required.

Keep a COSHH inventory, supplier safety data sheets where relevant, assessments, labelled storage and instructions for cleaning chemicals and other hazardous substances. Never mix cleaning products.

12. People, induction and wellbeing

All staff and volunteers receive a role-appropriate safety induction before starting, including fire, first aid, manual handling, safeguarding, incident reporting and task-specific controls. Record training and refresher needs.

Assess young persons, new/expectant mothers, disabled people and other individual needs; provide reasonable adjustments and appropriate supervision. Volunteers under 18 must not undertake prohibited or unsuitable high-risk tasks.

Address stress, fatigue, aggression, harassment, lone working, welfare and violence through risk assessment and accessible reporting arrangements.

13. Contractors, corporate groups and events

Before work begins, establish contractor competence, insurance where relevant, work scope, hazards, method statements and site rules. Coordinate with landlords and other occupiers.

Corporate volunteers, school groups and event facilitators must receive site induction and task-specific supervision. Event organisers must assess crowd numbers, access, fire arrangements, food, first aid, children, equipment and weather where relevant.

14. Consultation, reporting and stop-work authority

Consult staff and volunteers about hazards and changes; make reporting accessible without retaliation. Anyone may stop a task they reasonably believe poses an imminent danger and notify the responsible lead.

Urgent hazards must be controlled immediately. Unresolved matters go to Zuzana Fratrikova; concerns involving the CEO or inadequate action may be escalated to the independent trustee, Miroslava Zverbikova, Chair of Trustees (zverbikovam@yahoo.com).

15. Insurance, records and monitoring

Zurich policy XAO1220776943 certificate confirms £5 million public liability and £10 million employers' liability cover through 25 March 2027. Volunteer-specific cover, exclusions and activities remain subject to insurer confirmation and full policy wording.

Maintain controlled records: site assessments, action register, inspections, fire checks, training, first-aid needs, accidents/near misses, contractor evidence, insurance and trustee review. Limit personal information access and retain records under the applicable retention schedule.

The CEO will provide trustees with periodic safety updates, significant incident reports, outstanding high-risk actions and an annual policy review.

16. Adoption and review

Issued 3rd November 2026. Next routine review 3rd November 2027, or earlier following a material change or serious incident.

Approved by the Board of Trustees on:	3rd November 2026
Minute reference:	October 2026 trustee meeting minutes
Independent trustee escalation contact:	Miroslava Zverbikova, Chair of Trustees
Competent adviser (name and scope):	Zuzana Fratrikova, Founder & CEO – organisation-wide

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

Appendix A – Immediate implementation and evidence checklist

- [ ] Appoint competent health and safety assistance and publish the independent trustee escalation contact (Miroslava Zverbikova, Chair of Trustees).
- [ ] Confirm each operating address, responsible person and landlord/tenant maintenance split.
- [ ] Obtain/refresh fire risk assessments, evacuation plans, alarm and equipment records for each site.
- [ ] Complete first-aid needs assessments, display first-aid arrangements and verify training.
- [ ] Complete activity-specific risk assessments and assign dated actions.
- [ ] Verify food registration, food safety management records, allergen procedures and play area checks at Café 51.
- [ ] Inspect warehouse racking and record load limits, manual handling and product safety procedures.
- [ ] Check insurer confirmation on volunteers, corporate groups, vehicles, events and off-site activities.
- [ ] Establish accident/near-miss log, RIDDOR decision process and training register.

Safety comes first.
No target takes priority.

Mama2Mama is committed to ensuring that its activities are safe, and will do whatever it reasonably can to provide for the health, safety and welfare of staff, volunteers, beneficiaries, customers, contractors and visitors.

Anyone may stop a task they reasonably believe poses an imminent danger and notify the responsible lead.

All accidents, injuries, work-related ill health, dangerous occurrences and near misses must be reported promptly.

In an emergency, call 999. For health and safety questions, contact info@mama2mama.org.uk.

