

Trustee Code of Conduct

Version 1.0 – Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

Organisation	Mama2Mama Baby Essentials CIO | Charity 1199777
Version	1.0 | Effective from 3rd November 2026
Status	Approved by Board of Trustees
Policy lead	Zuzana Fratrikova, Founder & CEO
Next review	3rd November 2027
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1. Purpose and principles

Trustees are custodians of Mama2Mama's charitable purpose, reputation, assets and long-term sustainability. Our decisions must protect families' dignity and put charitable benefit ahead of personal advantage.

This Code applies to all trustees, including the Chair, when attending meetings, visiting Café 51 or the donation warehouse, engaging with staff and volunteers or representing Mama2Mama. The constitution and applicable law take precedence.

2. Legal duties and accountability

Trustees must ensure the charity pursues its purposes for public benefit, complies with the law and governing document, acts in its best interests, manages resources responsibly, exercises reasonable care and skill and remains accountable.

Trustees remain collectively responsible for oversight even where operational tasks are delegated. They should read Board papers, ask questions and seek appropriate advice.

3. Respectful conduct and boundaries

Treat beneficiaries, colleagues, volunteers, customers and partners with respect. Bullying, harassment, discrimination, intimidation and retaliation are unacceptable.

Do not use trustee status to obtain preferential services, appointments, contracts, gifts or private benefits. Individual trustees must not instruct staff or commit the charity unless expressly authorised.

4. Conflicts, gifts and trustee benefits

Complete a declaration of interests on appointment, update it annually and whenever circumstances change, and declare relevant interests before affected decisions.

Follow the Conflict of Interest Policy: record the conflict, do not influence the decision, and withdraw from discussion or voting where required. Any trustee benefit or related-party transaction requires a lawful authority and appropriate safeguards.

Declare gifts or hospitality that might influence, or appear to influence, judgement.

5. Confidentiality and GDPR

Keep family, safeguarding, staff, volunteer, donor, funder and Board information confidential. Access or disclose information only for legitimate purposes and lawful reasons.

Use secure communications, comply with the GDPR & Data Protection Policy, and report suspected data breaches promptly. Do not publish confidential Board matters on social media.

6. Safeguarding and whistleblowing

Act immediately on safeguarding concerns using the Safeguarding Policy and statutory routes where necessary. Do not conduct informal investigations that could compromise safety.

Use the Whistleblowing Policy for serious wrongdoing. Concerns involving the CEO must be routed to an independent trustee; concerns involving the Chair to another non-conflicted trustee.

7. Meetings and collective decisions

Attend and prepare for meetings, respect constitutional quorum and voting requirements, contribute constructively, challenge respectfully and ensure decisions and action owners are accurately minuted.

Support properly made collective decisions while retaining the right and duty to raise serious legal or ethical concerns through appropriate channels.

8. Financial and risk stewardship

Scrutinise budgets, accounts, cash flow, restricted grants, reserves, trading income from Café 51, significant contracts and organisational risks. Do not authorise spending outside approved delegations.

Review safeguarding, health and safety, operational resilience, data protection and reputation risks; seek assurance that action plans are followed through.

9. Independence and operational leadership

The Board governs collectively; the CEO manages day-to-day operations within approved budgets and delegations. Trustees must respect this separation while providing proportionate oversight.

Where the CEO's conduct, performance or remuneration is considered, a non-conflicted trustee should coordinate independent handling.

10. Training, breaches and review

Undertake induction, understand the governing document and key policies, declare interests and participate in periodic trustee effectiveness reviews.

Potential breaches should be raised with the Chair, or another independent trustee where the Chair is implicated. Any response must be fair, documented, proportionate and consistent with the constitution. Serious matters may require external advice or reporting.

The Board will review this Code annually and sooner after significant changes or incidents.

Trustee implementation and approval

This policy complements the CIO constitution; where they differ, the constitution prevails. Any nominated roles, delegations or procedures are confirmed and recorded in the minutes.

Trustee acknowledgement

I have read and understand this Code and agree to comply with it, subject to the governing document and applicable law.

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

Board approval date:	3rd November 2026
Minute reference:	October 2026 trustee meeting minutes

Families' dignity *comes first.*

Trustees are custodians of Mama2Mama's charitable purpose, reputation, assets and long-term sustainability.

Our decisions must protect families' dignity and put charitable benefit ahead of personal advantage.

Concerns involving the Chair or the CEO are raised with an independent, non-conflicted trustee.



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