

Volunteer Handbook

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

Practical guide for every volunteer

Document status	Approved by Board of Trustees
Issue date	3rd November 2026
Next review	3rd November 2027 (and sooner after material change)
Document owner	CEO / designated Volunteer Lead
Approving body	Board of Trustees – approved on 3rd November 2026
Charity registration	1199777

Your supervisor will confirm your named contacts, training and any role-specific checks at induction.

Welcome to Mama2Mama

Welcome, and thank you for choosing to volunteer with Mama2Mama Baby Essentials CIO. We believe it is important for everyone to feel part of Mama2Mama — our staff and volunteers, people who donate items and families who use our services. Your time helps us provide essential clothing, nappies, toiletries, cots, prams, books and other support to families through professional referrals. We want volunteering to be reciprocal and mutually beneficial: you make a difference, and we want you to learn, grow and feel valued.

Your first day

You will meet your named supervisor or buddy, tour the site, hear about the charity and your role, receive a safety briefing and learn where to find help. You will be asked to complete registration, emergency contact details, a volunteer agreement and an induction checklist. Tell us privately about any adjustments or training that would help you. Do not begin tasks you have not been shown how to do.

What volunteers do

Depending on the role and your training, you may help sort and quality-check donations, prepare clothing or essential packs, organise stock, support events, carry out administrative tasks or help with approved collections. Your role description sets out what you can do. Please ask before changing tasks, contacting families, collecting donations or using equipment.

Our shared expectations

Please arrive at the agreed time, tell us if you cannot attend, follow safety guidance, treat everyone kindly, keep information private, and speak up if something does not feel right. You are not required to accept every shift, and Mama2Mama cannot guarantee shifts. We do not tolerate bullying, discrimination, harassment, theft, unsafe behaviour or misuse of donated items.

Boundaries with families and donations

Families may be under pressure and deserve dignity and privacy. Do not ask intrusive questions, promise items, offer personal financial help, share contact details, make personal social-media connections or discuss family circumstances outside the authorised team. Staff and referral partners manage referrals and allocations. Never take or reserve donated goods without explicit authorisation. Volunteers who also receive support use the normal professional referral route and receive items outside their volunteer shift.

Safeguarding: what to do

If a child or adult may be at risk, tell the designated safeguarding lead or shift supervisor immediately. Listen calmly; do not investigate, confront anyone or promise secrecy. Record facts as instructed. In an emergency call 999. If your concern is about the person you would normally report to, contact the CEO, Chair or statutory safeguarding service as appropriate. Your induction will identify the named safeguarding contacts and how to reach them.

Safety on site

Find out where the exits, assembly point, first aid kit and incident reporting process are. Keep walkways clear, wear suitable footwear, use safe lifting techniques, and ask for help with heavy or awkward stock. Do not use unfamiliar equipment or chemicals. Report injuries, near misses, damaged equipment and hazards straight away. Never work alone or drive for Mama2Mama without express approval.

Privacy, photographs and technology

Do not share names, referral information, photographs or personal stories of families, donors, volunteers or colleagues without authorisation. Use approved systems only. Do not keep charity records on personal devices or send them to personal accounts. Report a lost device, mistaken email or suspected data breach immediately. Ask before posting anything about a shift on social media.

Support, feedback and wellbeing

You will have a named contact or buddy to answer questions during shifts. You can ask for informal support, additional training or a private check-in. We welcome ideas that will help improve what we do and how we do it. Tell us if tasks feel physically or emotionally difficult. Regular volunteers should be offered periodic check-ins, and you can request one sooner.

Expenses

We want to make sure there are no barriers to volunteers getting involved. Mama2Mama allows travel costs of up to £5 per volunteering day when travel is a barrier, for sessions of at least two hours. Complete the expense form, attach receipts and submit it to the Session Lead within one month. Ask in advance about any exceptional cost or accessibility-related expense. Reimbursement covers genuine approved out-of-pocket costs, not payment for volunteering. The charity will confirm the current approved limit at induction.

Equal opportunities

Mama2Mama is an inclusive organisation. We do not condone, accept or ignore discrimination or unacceptable behaviour. Please tell your supervisor if you need a reasonable adjustment, accessible materials or a different way of completing a task. We welcome people with lived experience of receiving support.

Raising concerns and complaints

You may raise a concern with your supervisor, Volunteer Lead or CEO, verbally or in writing. If the concern involves the CEO, contact the Chair of Trustees (Miroslava Zverbikova, zverbikovam@yahoo.com). Ordinary complaints should be acknowledged within five working days and normally answered within 20 working days; you will be told if more time is needed. Serious safeguarding or safety concerns are escalated immediately. We will listen fairly, offer support and protect confidentiality as far as possible. You should not suffer retaliation for raising a genuine concern.

Recognition and moving on

We love recognising your contribution. Depending on the role and records available, this may include a thank-you letter, achievement or training certificate, group celebration, or a factual reference from an authorised manager. Ask us about the Volunteer Centre Greenwich 100-hour and 250-hour awards. If you decide to leave, please let us know, return any equipment and consider sharing feedback in an optional exit conversation.

Young volunteers and group visits

Young people and school groups have additional safety and supervision rules. Under-18 placements must be approved in advance with suitable permissions, risk assessment, supervision and insurance. Under-14s require an accompanying responsible adult throughout under the existing charity approach; under-16s are accompanied to/from sessions; and 16–18-year-olds need agreed travel arrangements. School staff remain responsible for school groups. Your supervisor will explain the rules that apply to your visit.

Quick-reference contacts

Shift supervisor / buddy:	Zuzana Fratrikova, Founder & CEO
Volunteer Lead and telephone/email:	Nicola Davies, Baby Bank Coordinator – referrals@mama2mama.org.uk
Designated Safeguarding Lead:	Zuzana Fratrikova, Founder & CEO – info@mama2mama.org.uk
Deputy safeguarding contact:	Hazel Chawapiwa, Trustee – info@2inspireacademy.com
CEO / escalation contact:	Zuzana Fratrikova, Founder & CEO – info@mama2mama.org.uk
Chair of Trustees / confidential complaints route:	Miroslava Zverbikova – zverbikovam@yahoo.com
First aider and first aid location:	Zuzana Fratrikova, Founder & CEO – first aid box under the hand-washing sink in the café; at the storage unit, first aid is held by reception staff at the on-site office
Fire assembly point:	Car park directly outside the storage unit the charity currently operates from

Emergency services: 999. Non-emergency police: 101.

Volunteer induction sign-off

I have received this handbook and know where to find the full Volunteer Policy and associated safeguarding, health and safety, complaints and data protection policies. I understand my role, supervisor, emergency arrangements and how to raise a concern.

Volunteer name: _____ **Signature:** _____ **Date:** _____

Inducting staff member: _____ **Signature:** _____ **Date:** _____

Topics completed:

- ☐ role and boundaries
- ☐ safeguarding
- ☐ confidentiality
- ☐ health and safety
- ☐ fire/first aid
- ☐ expenses
- ☐ complaints
- ☐ equipment
- ☐ equality
- ☐ emergency contact
- ☐ role-specific training

Approval and review record

Approved by the Board of Trustees on:	3rd November 2026
Minute reference:	October 2026 trustee meeting minutes
Operational lead:	CEO / designated Volunteer Lead
Next review:	3rd November 2027

Version: 1.0 (replaces Volunteer Policy – February 2024)

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

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Mama2Mama Baby Essentials 51 Powis Street, London SE18 6HZ

info@mama2mama.org.uk