



## Mission, Vision, Values, and Culture

### Mission Statement

Green Leaf Café will serve the Brisbane community with quality, comprehensive, unique, and distinctive vegetarian meals and products. To showcase Indigenous vegetarian bush tucker as key ingredients. To inspire people to choose a lifestyle that is healthier, sustainable and more compassionate through a plant-based diet.

### Vision Statement

- To provide vegetarian and vegan food and beverages to customers for profit and create a positive eating experience
- To be the customers go-to-first provider of vegetarian and vegan meals and products in the city of Brisbane and neighbouring suburbs
- To expand the range of meals and products to cater for growing vegan market
- To embed environmental sustainability in all aspects of its operations

### Values

#### Integrity

We hold ourselves and co-workers accountable for building trust with our customers and each other by being honest, ethical and consistent in what we say and do.

#### Teamwork

We are committed to empowering our team members with the appropriate resources to effectively achieve our common vision.

#### Accountability

We hold ourselves and our co-workers accountable for our behaviours and responsibilities as they affect us, our customers and our culture.

## **Quality**

We are committed to providing quality indigenous vegetarian 'bush tucker' by sourcing the best possible produce and providing great service.

## **Culture**

### **Philosophy**

Our philosophy at Green Leaf Café is to provide the very best experience for each of our customers.

### **Change**

We welcome feedback on all of our Policies and Procedures, Values, and Culture. If any employee feels that they would like to provide feedback or question any of the above, they should first approach their line manager who will answer any questions and pass on feedback to the appropriate area. If staff prefer, they can do this anonymously through quarterly staff surveys.

### **Customer Care**

We conduct regular feedback and really listen to our customers. Every Green Leaf Café employee prides themselves in taking the time to understand customers' needs and make sure they always have a great experience when dining with us.