



MISSION & PHILOSOPHY

Effective Date: 2/1/08**Revision Date: 9/16/08****Enforcement Division
Policy Number: LE 0.01.01**

INTRODUCTION

The Texas Alcoholic Beverage Commission (TABC) is the state agency that regulates all phases of the alcoholic beverage industry in the State of Texas. The duties of the Commission include inspecting, supervising, and regulating every phase of the business of manufacturing, importing, exporting, transporting, storing, selling, advertising, labeling, and distributing alcoholic beverages, and the possession of alcoholic beverages for the purpose of sale or otherwise.

The TABC collects in excess of \$200 million annually in taxes and fees, which aids in the financing of the state's public schools, local governments, research, human services, and other areas in which state government provides services to all Texans.

LEGAL AUTHORIZATION

The Alcoholic Beverage Code authorizes the Texas Alcoholic Beverage Commission to:

- Grant, refuse, suspend, or cancel permits and licenses in all phases of the alcoholic beverage industry;
- Supervise, inspect, and regulate the manufacturing, importation, exportation, transportation, sale, storage, distribution, and possession of alcoholic beverages;
- Assess and collect fees and taxes;
- Investigate for violations of the Alcoholic Beverage Code and assist in the prosecution of violators;
- Seize illicit beverages;
- Adopt standards of quality and approve labels and size of containers for all alcoholic beverages sold in Texas;
- Pass rules to assist the agency in all of the above.

Although the laws regulating the alcoholic beverage industry are consistent statewide, the Alcoholic Beverage Code allows local (county, city, justice precinct) determination of the types of alcoholic beverages that may be sold and how they can be sold by means of local option elections.

CUSTOMERS

The TABC has a wide and varied group of customers throughout the state. Not only does the agency focus on its most immediate group -- the alcoholic beverage industry -- it must also give adequate attention and concern to the issues of the general public, law enforcement groups, educators, various coalitions, and public interest groups concerning the regulation of alcoholic beverages sales.

VISION

A safe and responsible Texas served by an Alcoholic beverage Commission committed to innovative partnerships with our communities and the alcoholic beverage industry.

MISSION

The mission of the Texas Alcoholic Beverage Commission is to promote public safety and serve the people of Texas through consistent, fair and timely administration of the Alcoholic Beverage Code while fostering education, voluntary compliance and the legal, responsible alcohol consumption.

PHILOSOPHY

The Texas Alcoholic Beverage Commission will:

- apply the alcoholic beverage code in a fair, consistent, and timely manner;
- exemplify courteous, ethical, and professional behavior;
- be fiscally responsible and accountable to the people of Texas; and
- be accessible, transparent, efficient and effective.

TABC FOUR CORNERSTONES

The agency's cornerstones provide the foundation for the agency – who we are and what we do. The cornerstones are the following:

- Service
- Courtesy
- Integrity
- Accountability

GUIDING PRINCIPLES

1. We value our employees, and are committed to their continual improvement and empower them to make key decisions.
2. We expect ethical and professional behavior of ourselves.
3. We recruit, train, mentor, and develop individuals who are committed to our vision.
4. We do the right thing, not just what we have the right to do.
5. We exercise discretion in our authority when making decisions based on ethical and legal principles.
6. We know our mission and understand our purpose, and we integrate our efforts in order to accomplish it in a consistent and efficient manner.
7. We work together to achieve goals and solve problems.
8. We strive to put responsible people into business and promote good business practices through integrated partnerships.

COMPACT WITH TEXANS

The commission's leadership and personnel are dedicated to the principles of exemplary customer service, believing that the citizens of this state, as well as those who may conduct business in Texas, deserve the highest degree in service standards. The commission expects these characteristics to be obvious to citizens in their interactions with the commission's employees:

- Commitment
- Quality
- Honesty
- Efficiency
- Friendliness
- Professionalism

The *Compact With Texans* goes even further to delineate not only the universal guiding principles of how the service should be delivered, but when to expect it.

- Provide accurate and timely information.
- Respond to inquiries within three working days.
- Acknowledge receipt of complaints within three working days.
- Resolve complaints within 60 days.
- Provide helpful and up-to-date information on the agency's website.
- Ensure our facilities are easily accessible and clean.

REVISION HISTORY

The **Mission & Philosophy** section of the **Enforcement Manual** was updated to reflect the new agency vision, mission, philosophy, four cornerstones, and guiding principles.

REVISED BY: PAT SYMOLON
