



The ! Voice

MAY 2025



Striving Towards Sustainability

Message from the President

Glenn Walker, President walker@vsthose.com

VST Promise in Uncertain Times

To Our Valued Partners:

Over the years those that know me have heard me say many times that if we can figure out how to help manage your business and make you money, we will be a good supplier. In fact, you might even like us!

With that as a backdrop, the reason for my memo is to take a few minutes of your time and address a couple of the most recent business issues that affect both you and VST.

The most pressing immediate issue is how to control your cost of doing business with the ever-changing regulations and of course the inconsistency of tariffs, from whom and how much. To that end VST is not immune to either of those issues, in fact we must make decisions almost daily. Going back to VST policies and business acumen I would like to spell out exactly how VST will be handling the tariff debacle. As with all our decisions we attempt to consider our customers' business, and this situation is no different.

In our history VST attempted to provide consistency and assurance for our partners. Most notably is our ability to minimize price changes with any modifications handled on an annual basis thereby providing some method of continuity for your decision making.

If I may enumerate several other policies and programs that VST has developed in our attempt to assist our partners to manage their respective businesses.

1. **VST's two-year warranty program** – Lower warranty costs save both you and your customers. In fact, our actual warranties are <.02 %, which reduces your cost of doing business.
2. **VST's 24 – 48 hour shipping** – reduced inventory and increased inventory turns that translates into a reduced inventory risk.

3. **VST's packaging** – no minimum order requirements therefore allowing our partners to maintain lower inventories, all while improving service levels.
4. **Reduced liability with VST patented fail safe nozzles** both EVR and ECO nozzles are designed to fail in a safe fashion once they reach end of life or are damaged.
5. **VST's latest patented PV valves** are designed to be installed in the mid-point of your vent line thereby virtually eliminating the need for a ladder or expensive lift to test your system.
6. **VST's free freight on all orders** shipped to our distribution partners.

Now back to tariffs and regulations: Like most manufacturers, VST sources materials worldwide. We utilize materials and processes that are not available domestically. Therefore, we are not immune to changes in regulations as well as various tariff issues.

With the ever-changing business issues, the VST policy for our distribution partners is as follows: ***We will always provide a minimum of 60 days lead time for any price changes.*** In that way VST hopes to manage those issues for you thereby eliminating price shocks that make your business practices difficult to manage. We hope this policy provides some clarity in order for you to manage your business profitability.

Thanks for listening and trust this will help you handle your day-to-day business with reduced risk and higher profitability.

Sincerely,

Glenn K. Walker
President

VST Mission

To design and manufacture innovative products for retail refueling systems that are specifically engineered to protect the environment and consumers with safety and reliability.

VST Values

- R:** Respect Employees, Customers, Vendors, and Environment
- O:** Operational Excellence, Quality, Delivery, Safety & Cost
- I:** Innovative Passion, Unique, Industry Leader, and Committed to Excellence

VST Vision

VST strives to become the most trusted company in the global gasoline dispensing industry by manufacturing environmentally sustainable products and solutions that reduce harmful vapor emissions to create a future that protects the communities in which people live and work every day.