



# The ! Voice

OCTOBER 2025



Striving Towards Sustainability

## Message from the President

Glenn Walker, President [walker@vsthose.com](mailto:walker@vsthose.com)

## VST Corporate Culture

To Our Valued Partners:

Over the last number of years VST has published a quarterly newsletter and in all those publications, me as President, has authored memo's opining on many issues – products, programs, technologies, marketing and the like. In all my previous input I have yet to talk about the people at VST, which is our most important asset. (Service and quality)

**Service – *This is what makes VST tick:*** That is what drives our superior service levels (99% of all orders shipping within 24 to 48 hours).

**Quality – *Operating at less than .1% warranty rate:*** To drive toward the **zero defects goal**, our quality and engineering group review every warranty claim, to categorize and determine root cause of the claim. Each month the entire team that includes manufacturing, engineering and quality meet with executive management to assess our quality goals; **with the goal of zero defects**. Although that is the lofty goal, we know that we are all human and realistically the goal is unachievable, but we continue striving to that end. This is VST's corporate culture that each employee is educated and required to work toward.

With all this said, the real quality starts with the employees and VST's goals of zero defects, 100% on time delivery and with a completely satisfied customer. It is those objectives that are driving our employee selection and training to achieve the corporate goals that translate into our corporate culture.

*That is what we are most proud of!*

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.