

**STRONGER**  
TOGETHER



2020 Corporate Impact Report







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## WELCOME MESSAGE

from the President & CEO



### *To Our Associates, Business Partners and Friends,*

When we entered 2020, no one could have predicted where the year would soon lead. In March, like so many others, we found ourselves facing uncertainty in all areas of our lives after being thrust into a global pandemic. Our associates showed resilience and innovation while quickly adapting to the world unfolding around us. Almost overnight, our business locations transitioned to a new COVID-19 pandemic mode that saw many of us working from home while others adapting to doing their jobs onsite, socially distanced, wearing masks and keeping each other safe.

In true JM Family fashion, we rallied together and shifted to meet the needs of our associates, dealers, franchisees and communities. We launched new digital solutions, virtual sales tools and training efforts. We shared these online options with our customers in order to help them meet the safety and comfort needs of their consumers. We also found new ways for our associates to stay connected with the communities where we live and work and raised a record amount of contributions for our nonprofit partners in need.

Despite the unique challenges 2020 presented, we rose to the occasion time and again and generated revenue of \$16 billion. We revealed our refreshed logo and opened the doors to three state-of-the-art buildings at our headquarters in Deerfield Beach, Florida, and a new vehicle processing facility in Commerce, Georgia. We introduced JM Family Holdings & Services, a newly formed division of our company, and we celebrated the acquisition of Kitchen Tune-Up by Home Franchise Concepts.

This year our Impact Report includes new sections that reflect JM Family's response to the pandemic, and our enhanced efforts toward a more diverse and inclusive workplace.

I could not be prouder of the way we navigated 2020 and carried that momentum forward into 2021. Our founder Jim Moran, affectionately known as the Boss, regarded every associate as family. And while we always knew it, 2020 showed us that, like a family, we are always stronger together.

Brent Burns  
President & CEO



# JM FAMILY AT A GLANCE

## AUTOMOTIVE



## HOLDINGS & SERVICES



Family of brands:



## CORPORATE SERVICES

- Aviation • Facilities • Food Services
- Health & Wellness • Salon
- Marine • Procurement

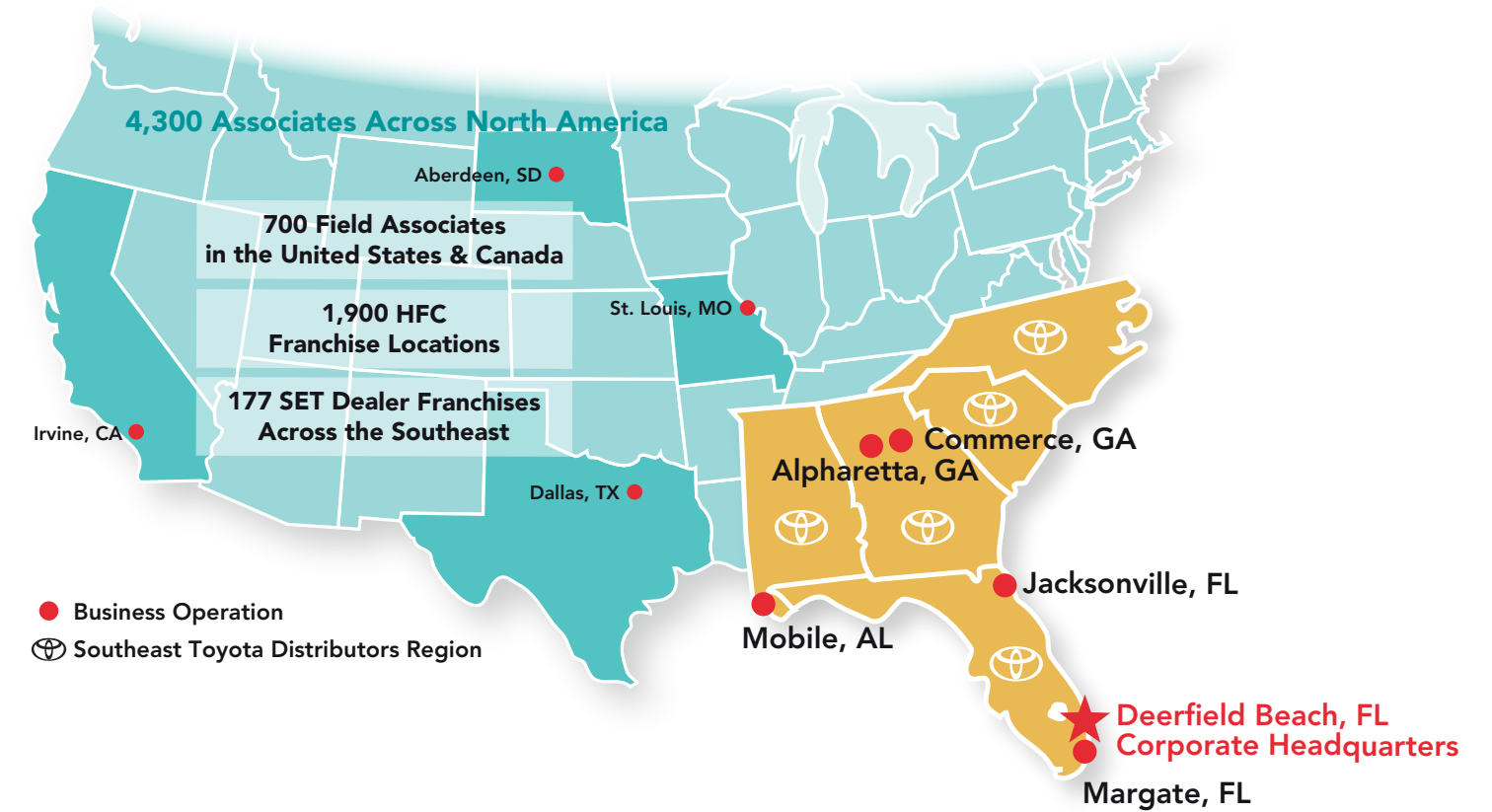
## COMPANY OVERVIEW

JM Family is a leader in the automotive industry and operates our primary business units and supporting companies: Southeast Toyota Distributors, Southeast Toyota Finance and JM&A Group.

JM Family Holdings & Corporate Services, a newly formed division of our company was created to oversee three operating business units: JM Lexus, DataScan and Home Franchise Concepts along with JM Family's internal Corporate Services.

In 2020, Home Franchise Concepts acquired Kitchen Tune-Up, becoming the fifth brand in the Home Franchise Concepts portfolio, joining Budget Blinds, Tailored Living, Concrete Craft and AdvantaClean.

## OUR LOCATIONS



## 2020 KEY STATS



Revenue: \$16 Billion



44% of associates have been with the company for 10 or more years



4,267 associates as of December 31, 2020



Ranked one of FORTUNE's 100 Best Companies to Work For 23 Years in a Row!



No. 19 on Forbes' list of America's Largest Private Companies; Leading automotive company



Associates live and work in 49 states, Puerto Rico and Canada





# LEADERSHIP PROFILES



**Colin Brown**  
Chairman of the Board  
JM Family  
Joined 1992  
 JM Family  
Enterprises



**Brent Burns**  
President & Chief Executive Officer  
JM Family  
Joined 2000  
 JM Family  
Enterprises



**Ron Coombs**  
President,  
JM Family Holdings &  
Corporate Services  
Joined 1999  
 JM Family  
Enterprises



**Dan Chait**  
Executive Vice President, JM Family  
President, JM&A Group &  
Southeast Toyota Finance  
Joined 2002  
 JM&A  
GROUP Southeast Toyota  
Finance



**Carmen Johnson**  
Executive Vice President,  
Human Resources & Legal, JM Family  
Joined 2007  
 JM Family  
Enterprises



**Ed Sheehy**  
Executive Vice President, JM Family  
President, Southeast Toyota Distributors  
Joined 1999  
 Southeast Toyota  
Distributors, LLC





# Southeast Toyota Distributors, LLC

[southeast.buyatoyota.com](http://southeast.buyatoyota.com)

Southeast Toyota Distributors is the world's largest independent distributor of Toyota vehicles, parts and accessories.



 **TOYOTA**  
177 independent  
Toyota dealers retailed  
**339,526**  
vehicles in 2020

Share of Toyota's total  
U.S. retail sales  
reached an all-time  
high of  
**20.6%**

Fleet sales for 2020  
**94,507**

**\$437 million**  
in parts and  
accessories sold

Combined retail and  
fleet sales totaled  
**434,033 vehicles**  
representing 23.8% of Toyota's  
total U.S. sales volume

## COVID-19 RESPONSE

Southeast Toyota aided dealers in the early stages of the pandemic by **waiving dealer contribution fees** associated with our industry leading PROS (Professional Retail Outstanding Salesperson) incentive program. Concurrently, all benefits awarded to PROS were kept in place so no one lost the financial support during the difficult times.



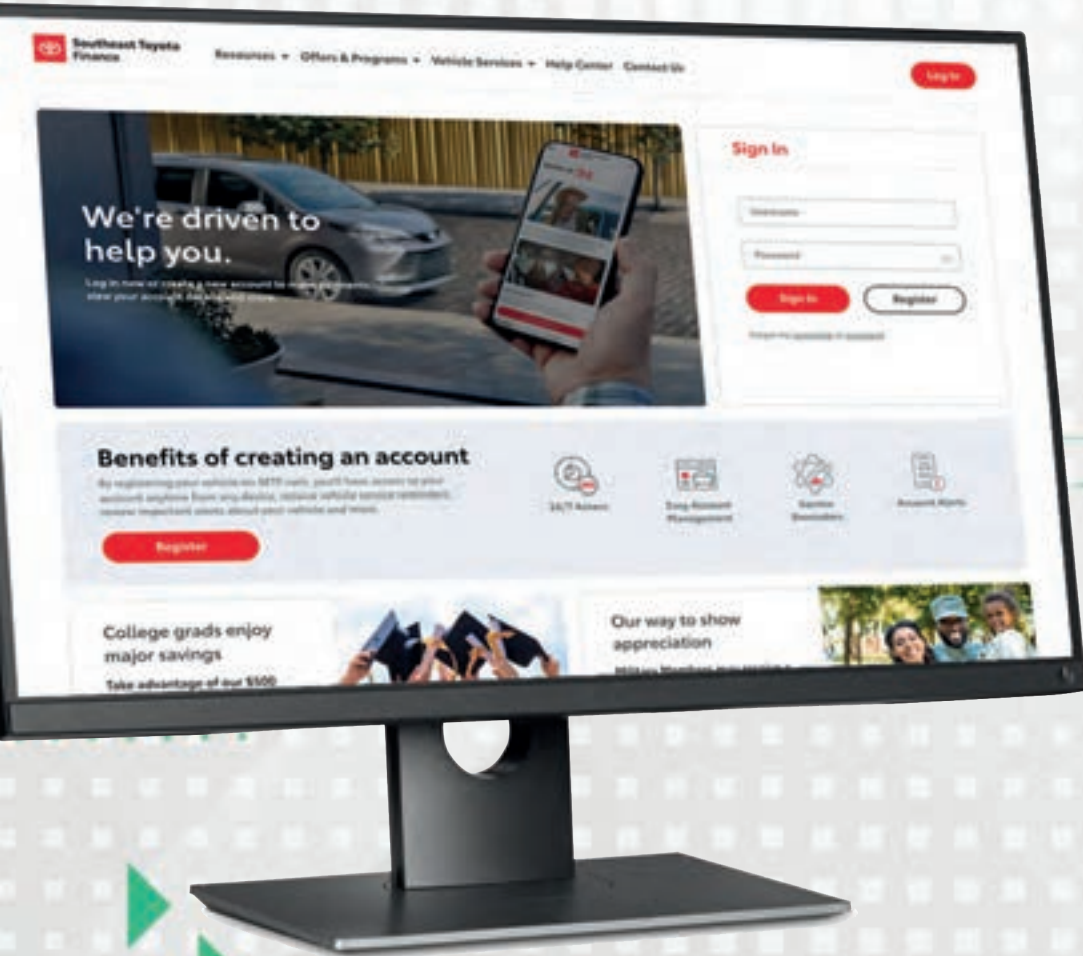




# Southeast Toyota Finance

[southeasttoyotafinance.com](http://southeasttoyotafinance.com)

Southeast Toyota Finance is the captive finance company for Toyota dealers in the southeast United States, providing financial products and services to consumers and dealers.



In the southeast,  
**nearly 66%**  
of all new Toyota vehicles  
were financed or  
leased through  
Southeast Toyota Finance



Serviced  
**777,425**  
owned accounts  
in support of  
Southeast Toyota dealers  
at year-end 2020



**244,669**  
retail and lease contracts  
purchased in 2020, totaling  
**\$7.8 billion**  
in support of Southeast Toyota  
dealers, an all-time volume record

## COVID-19 RESPONSE

During the pandemic, **SET Finance provided payment relief for existing retail and lease customers.** Between March and July of 2020, SET Finance's payment relief program impacted **17.1%** of our customer base. In support of our new customers, we provided a no payments for the first 90 days program to qualifying customers.







[jmagroup.com](http://jmagroup.com)

JM&A Group is one of the largest providers of automotive finance and insurance (F&I) products nationwide. Through our network of field associates, we work directly with our dealer partners to identify opportunities for growth, business development and increased efficiencies. Our industry-leading solutions help dealers maximize performance and drive increased profitability across all areas of their business.



Customer Service Team answered more than **1.8 million** calls and paid out more than \$525 million in claims in 2020

JM&A products are offered at nearly **4,000** new vehicle dealers nationwide



Approximately **13.6 million** contracts in force

Nearly **\$2.5 billion** in reserves



The Performance Development Center trained more than **6,000** dealership associates in 2020 helping them master industry regulations and maximize sales opportunities

**1 in 10** vehicles sold by new franchise dealers in the U.S. includes a JM&A product



### COVID-19 RESPONSE

JM&A Group launched our **Virtual F&I program** to all our dealers to enable them to complete remote transactions. In total, we trained **582** dealers on the Virtual F&I process who then delivered more than **7,000 remote deals**.







[onedatascan.com](https://onedatascan.com)

DataScan provides clarity to wholesale loan accounting and manages risk with a holistic auditing solution by leveraging advanced technology and highly skilled associates to simplify the complex risk management process. As a global leader, DataScan offers comprehensive solutions to banks, independent finance companies and captive financial institutions.



Solutions provided to  
**60 clients**  
across North America

7 of the top 10 banks in  
North America and  
9 of the top 10 captive  
auto finance companies are



**420+** field professionals

conducted approximately 230,000 audits  
and verified over 12 million units and  
\$150 billion of assets serviced by DataScan

### COVID-19 RESPONSE

DataScan safely returned **420+ associates** to the field where they conducted approximately **20,000 inventory audits** monthly on behalf of our clients. Its leadership team consulted with both JM Family's Corporate Medical Services and Legal teams to analyze pandemic-related data, local government regulations and new business requirements with the goal of ensuring a safe return of its associates to the field.







[jmlexus.com](http://jmlexus.com)

JM Lexus is No. 2 in the nation in Lexus new car sales, No. 6 in the nation for Lexus certified pre-owned vehicle sales and No. 3 in the nation in total Lexus pre-owned vehicle sales.



Retailed  
**5,166 new**  
and  
**2,181 pre-owned**  
vehicles in 2020

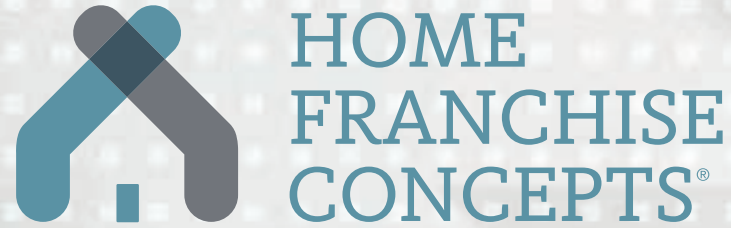
JM Lexus celebrated  
**31 years**  
of excellence in 2020

### COVID-19 RESPONSE

To better serve their guests during the pandemic, **JM Lexus enhanced its pickup and delivery options** in both sales and service through their **shop from home, we will deliver to you** program. In addition, all high-traffic areas were regularly cleaned and disinfected to keep customers safe, including specialized nightly electrostatic deep cleans.







homefranchiseconcepts.com

Home Franchise Concepts is a family of companies that sells home improvement products and services through a network of nearly 2,000 franchise territories in the United States and Canada.

Our family of brands:



Leading the Way with Our Brands:

- Innovation
- Customization
- Inspiration
- Social Responsibility

Number of franchise territories  
**1,950**

**Ranked No. 1**  
window coverings franchise  
since 1996 by  
*Entrepreneur Magazine*

### COVID-19 RESPONSE

Provided more than **\$5 million** in Royalty Relief and Product Rebates to its franchisees to help offset the impact of revenue loss due to COVID-19. To help protect first responders and other at-risk frontline workers during the pandemic, more than **25 local franchises** participated in AdvantaClean's Service Days. From coast to coast, AdvantaClean provided **free sanitization and disinfection services to police officers, firefighters, EMTs, doctors, nurses, educators, and shelters.**







# ECONOMIC IMPACT BY STATE

## WITH MAJOR BUSINESS OPERATIONS

### Alabama

Southeast Toyota Finance



Associates  
**353**



Payroll  
**\$25,057,426**

Sales Tax  
**\$1,403,315**

Local Purchases  
**\$11,602,122**



Taxes  
**\$82,278**

### Florida

All Business Units Represented



Associates  
**2,546**



Payroll  
**\$430,231,414**

Sales Tax  
**\$38,335,302**

Local Purchases  
**\$197,598,174**



Taxes  
**\$3,956,233**

### Georgia

Southeast Toyota Distributors  
DataScan



Associates  
**405**



Payroll  
**\$49,617,820**

Sales Tax  
**\$182,164**

Local Purchases  
**\$203,080,664**



Taxes  
**\$297,088**

### Missouri

JM&A Group  
Southeast Toyota Finance



Associates  
**308**



Payroll  
**\$23,244,825**

Sales Tax  
**\$27,418**

Local Purchases  
**\$23,287,901**



Taxes  
**\$197,479**



# SOUTHEAST TOYOTA'S

## RETAIL SALES BY STATE

Alabama  
**26,884**

Florida  
**171,951**

Georgia  
**55,926**

North Carolina  
**57,741**

South Carolina  
**27,024**







# DIVERSITY, EQUITY & INCLUSION

At JM Family, we are not all the same, and that in part is what makes us a great place to work. Our differences are also our greatest strengths, which is why we've made it a priority in 2020 and moving forward to expand our awareness and foster a deeper learning and respect for the diverse cultures and religions that make up our workplace and the world.

Through this broader understanding of each other, we can form better relationships and strengthen our culture of inclusion.



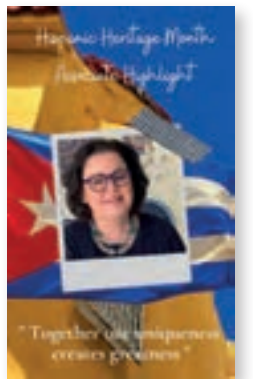
**RANKED**  
**#72**

on the **FORTUNE**  
Best Workplaces  
for Diversity  
list in 2020!

## Embedding Diversity, Equity & Inclusion in Our Workplace



In June 2020, JM Family launched a space on our company's intranet where associates can learn more about the concepts of diversity, equity and inclusion, as well as enjoy timely updates on related topics, celebrations and observances.

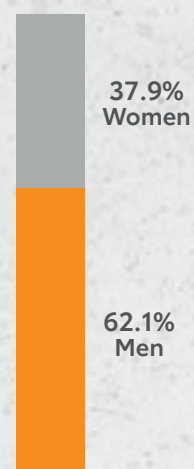




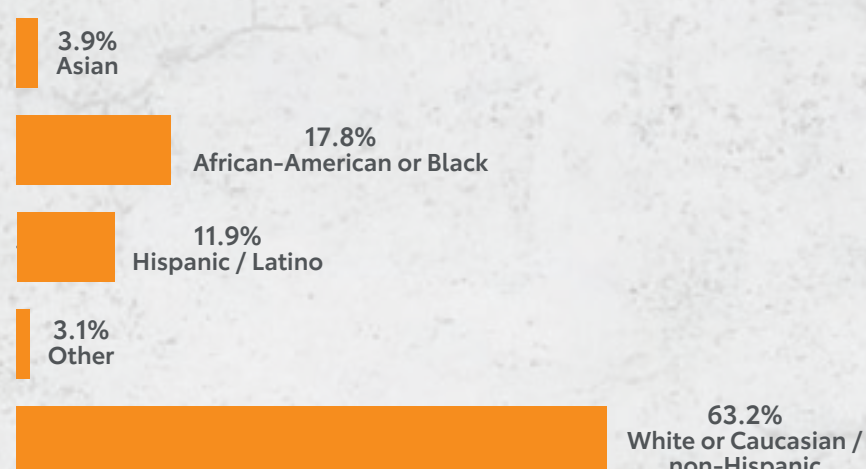
# DIVERSITY, EQUITY & INCLUSION

## Workplace Representation

### BY GENDER



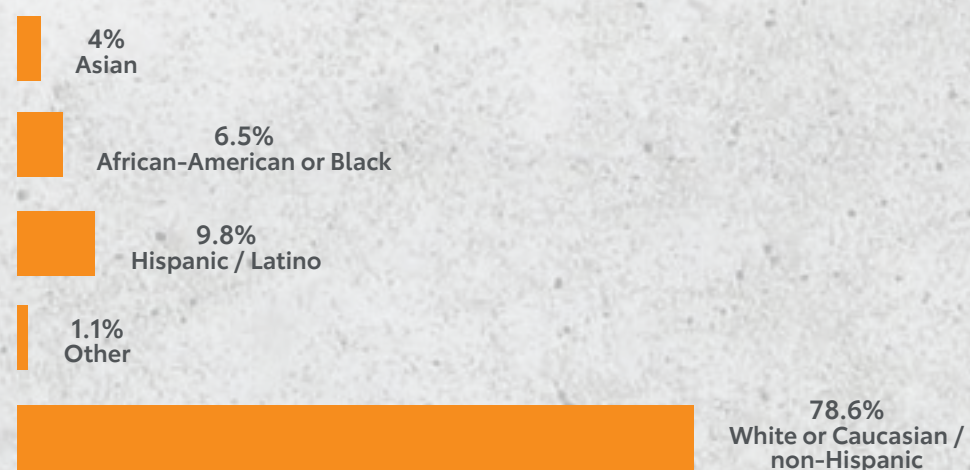
### BY ETHNICITY



### BY LEADERSHIP

**21%**  
Minorities in leadership roles at JM Family.  
Up from 17% in 2015.

**34%**  
Women in leadership roles at JM Family.  
Up from 30% in 2015.



AfricanAmericanAchievers.com

Our founder Jim Moran established the African-American Achievers awards program in 1992 to recognize and celebrate individuals who selflessly give their time and talents to improve our communities.

JM Family announced four outstanding individuals in the categories of Arts & Culture, Business & Entrepreneurism, Community Service and Education.

To show our appreciation for their impact to our community, JM Family, Southeast Toyota and JM Lexus donated \$40,000 to local nonprofits, which included a \$10,000 gift in each Achiever's name to the charity(ies) of his or her choice. This brings our total donations through the African-American Achievers program to more than \$650,000.

In addition, a Youth Achiever was awarded a needs-based, four-year scholarship to Florida State University. JM Family also developed a new paid internship exclusively for African-American Youth Achievers.



We expanded our celebration of Martin Luther King Jr. Day as a day of service – a new company tradition where associates can choose to volunteer to make a difference in their communities.



## Response to Racial Injustice

Increased our annual donation to local Urban League chapters in each of the communities where our associates live and work (South Florida, Jacksonville, St. Louis, Birmingham, Atlanta and Los Angeles) to support their mission of equality.

Increased JM Family's annual donation to the United Negro College Fund (UNCF). UNCF is a philanthropic organization that funds scholarships for black students and general scholarship funds for 37 private historically black colleges and universities.

## Supplier Diversity

Our philosophy is to build long-term, sustainable and mutually beneficial relationships with highly qualified minority and women-owned businesses as an essential component of our continued growth.



Total Diverse Spend  
**\$36,904,637**  
92% growth since 2011



Percentage of Total Spend  
**4.4%**  
14% growth since 2011



Number of Suppliers  
**20**  
Women-owned: 9 | Minority-owned: 13  
10% growth since 2011





# COVID-19 RESPONSE

## Working Together in a Time of Crisis

As the world began to feel the impact of the COVID-19 pandemic, JM Family moved quickly to meet the challenges.

Our priority has always been the health and well-being of our associates and as a result, we increased our safety measures across our businesses and made operational changes to enhance our standards. We will continue to do so during these uncertain times.



## The Health and Safety of Our Associates is Our Top Priority

### Temperature Checks & Masks

All associates are required to wear a mask/face covering, and we strongly encourage them to continue healthy hygiene habits like frequent hand-washing. Associates also complete a daily health self-check and temperature screening when reporting to work onsite.



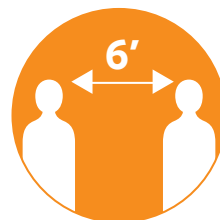
### Cleaning & Disinfecting

We have undertaken a stringent approach to cleaning and disinfecting high-touch areas to help reduce the risk of spreading illnesses.



### Social Distancing

To ensure social distancing is maintained, we have limited the number of associates on campus and in attendance at company events. In job roles that must be performed onsite, we've modified work spaces to ensure our associates' safety.



### Plexiglass Partitions

We installed plexiglass partitions in our cafés, various lobby entrances and mailrooms to provide a safer work environment.

### Remote Work

We transitioned the majority of associates to work from home unless essential.



### Increased Leader Communication

JM Family leaders ensured associates were well-informed during every stage of the pandemic. Our Chief Medical Officer Dr. Kenneth Burke filmed weekly videos providing important updates about the virus. Our Executive Management Team, including CEO/President Brent Burns, also filmed regular Business Unit updates from home via their iPhone to keep associates aware and engaged on company progress. And, Carmen Johnson, our Executive Vice President of Legal/HR, shared semi-monthly Business Operations Update emails including details on pandemic leave, resources for working parents, virtual development opportunities and more.



## Expanding Associates' Benefits

Our associates are our most important asset, and we're proud of their resilience, flexibility and commitment to our core values. We continue to invest in them and support them when their health is at risk.

### Pandemic Paid Leave

We provide a generous paid leave (up to 80 hours) to associates for any COVID-19 related reason. Additionally, we also offer a Pandemic Emergency Leave and a revised Company Given Time "bucket" to be used if an associate is unable to effectively work from home but needed time off to recover from an illness, care for a sick family member or care for their children.

### Mental Health

We provided our associates with a series of mindfulness videos and other resources to help reduce stress and anxiety.







# CORPORATE COMMUNITY IMPACT

JM Family focuses on three areas of giving:

- Empowering Families
- Promoting Education
- Embracing the Environment



Our founder Jim Moran instilled the spirit of giving back as an integral part of who we are. We inspire action and engage our associates to strengthen the communities in which we live and work. We pursue that goal through financial and in-kind support and volunteerism. We also contribute our time and talents to impact diverse causes driven by our culture, associates and the community.

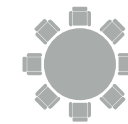


**4,070 hours**

volunteered by more than 800 associates at company-sponsored events and COVID-related efforts including virtual walks, sewing masks and virtual mentoring.



More than **\$43.7 million** donated to nonprofit organizations, a 58.6% increase over 2019.



**40** JM Family leaders served on nonprofit boards of directors and councils.

Associates raised a record **\$1.2 million in 2020!**

Through our partnership with Toyota Motor North America and Gulf States Toyota, JM Family donates **\$150,000** annually to American Red Cross to provide assistance following national disasters.

## COVID-19 RESPONSE

To support our food bank partners across each location, at the start of the pandemic JM Family contributed an immediate emergency donation of **\$150,000**.

In addition, associates sewed and donated more than **650 masks** for area nonprofits and healthcare facilities. We also partnered with our ITS teams to provide **iPads to a local hospital** for patients to communicate with loved ones.







\*photo taken pre-pandemic

Our Associates Helping Associates program provided **\$133,000** in immediate financial assistance to 67 associates who faced hardship, including the loss of an immediate family member, or damage to their home by natural or man-made disasters.

Associates raised **\$314,558** for the program through candy gram sales, raffles and hosting a concert by our very own The Associates band.



### Ed's Hair Color Challenge

**\$226,000** raised by our associates and business partners in our companywide Ed's Hair Color Challenge. Funds were donated to Feeding America to help provide food to families struggling through this unprecedented time.



### BINGO with Brent

Hosted virtual game of BINGO where President & CEO Brent Burns called numbers. **\$89,095** raised by associates to support Boys & Girls Clubs in each business location.



### United Way

First-ever companywide campaign highlighted all we were thankful for. **\$666,374** raised by our associates across all business locations.



### Happy Haul-idays Toy Drive

Through a virtual wish list, associates donated more than **1,050 toys** and essential needs items to benefit children and families.







## ENVIRONMENTAL ACTION

We believe that giving back to the communities where our associates live and work is tightly connected to conducting business with consideration for the environment.

While the COVID-19 pandemic presented many challenges and obstacles to overcome, it also provided short-term positive impacts on JM Family's environmental footprint. With many of our associates working from home and traveling less frequently, we operated our facilities and conducted business with limited resource consumption and fewer carbon emissions.



Vehicle Processing Center in Commerce, Georgia

In 2020, we introduced two state-of-the-art campuses slated to receive LEED (Leadership in Energy and Environmental Design) certification at our Commerce, Georgia vehicle processing facility and at our headquarters in Deerfield Beach, Florida.

### Commerce, Georgia

The vehicle processing facility was completed in June and designed to use 44% less energy as compared to similar standard buildings. The site features 100% LED-lighting, low-flow plumbing fixtures that yield a 35% indoor water use reduction, high-mounted glass windows for daylight harvesting and water retention ponds to promote natural filtration of stormwater. The site also hosts a 1.3 mega-watt capacity solar array.

### Deerfield Beach, Florida

The Deerfield Beach Campus, which is still under construction, welcomed four new structures in 2020 including two office buildings, a two-story dining facility and a parking garage. The headquarters project highlights our focus on the environment through the addition of rainwater harvesting which will yield approximately 65% of irrigation usage, and over 3,000 rooftop solar panels, allowing the Deerfield campus to derive roughly 20% of energy from clean, renewable resources.

### DataScan, Georgia

Our DataScan site officially received LEED Gold certification at the new City Center site. The state-of-the-art facility features a 22.7-kilowatt (kW) capacity rooftop solar array, LED lighting and water efficient plumbing fixtures designed to reduce consumption by over 30% as compared to conventional buildings.



Deerfield Beach, Florida Headquarters

DataScan City Center



## ENERGY CONSERVATION



Reduced our carbon footprint by  
**↓ 14%**

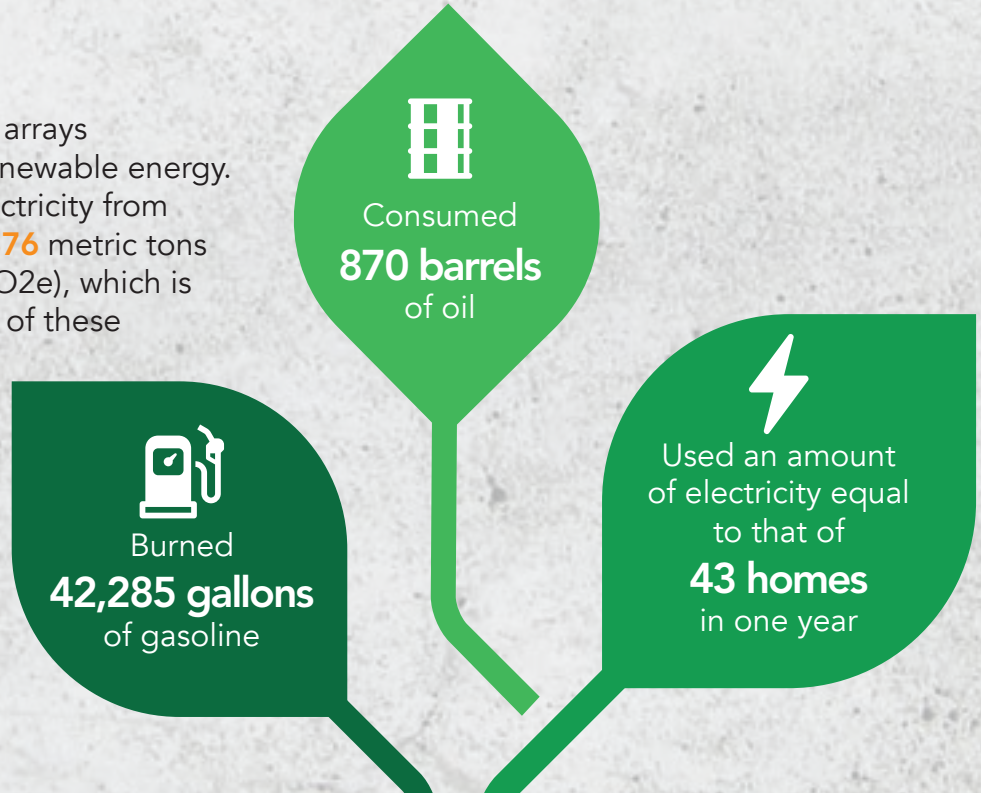
Non-renewable Energy Consumption Reduced by  
**↓ 12%**

*Reduction due to decrease in energy consumption and business travel.*

The new parking garage is covered in **1,944** solar panels and is estimated to produce more than **1 million** kWh of clean, renewable energy per year.

## SOLAR PORTFOLIO

In 2020, **nine** of our operating solar arrays produced **850,725** kWh of clean, renewable energy. Consuming the same amount of electricity from non-renewable means would emit **376** metric tons of carbon dioxide equivalents (mtCO<sub>2</sub>e), which is comparable to emissions from each of these sources individually.



## WATER CONSERVATION

Irrigation  
**33,341,352** Gallons  
**↑ 4%**

Water used by associates  
**11,779,948** Gallons  
**↓ 17%**

Water used by cars  
**14,467,399** Gallons  
**↓ 18%**

## WASTE REDUCTION AND RECYCLING



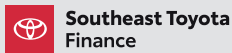
Our Deerfield Beach campus construction activities provided the opportunity to donate/reuse more than **360,000 pounds** of furniture and fixtures as well as recycle **5.3 million pounds** of construction and demolition debris, achieving an **80%** diversion rate for the project.

More than **2.5 million pounds** of construction and demolition debris was recycled during the construction of our vehicle processing facility in Commerce, Georgia, yielding a **76%** diversion rate.





*Our Family of Companies:*



#WeAreJMFamilY

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Please share and recycle. An electronic version is available at [jmfamilY.com](http://jmfamilY.com).