



JM Family  
Enterprises

# ELEVATING

OUR BUSINESSES, COMMUNITIES  
AND ENVIRONMENT

2021  
IMPACT  
REPORT





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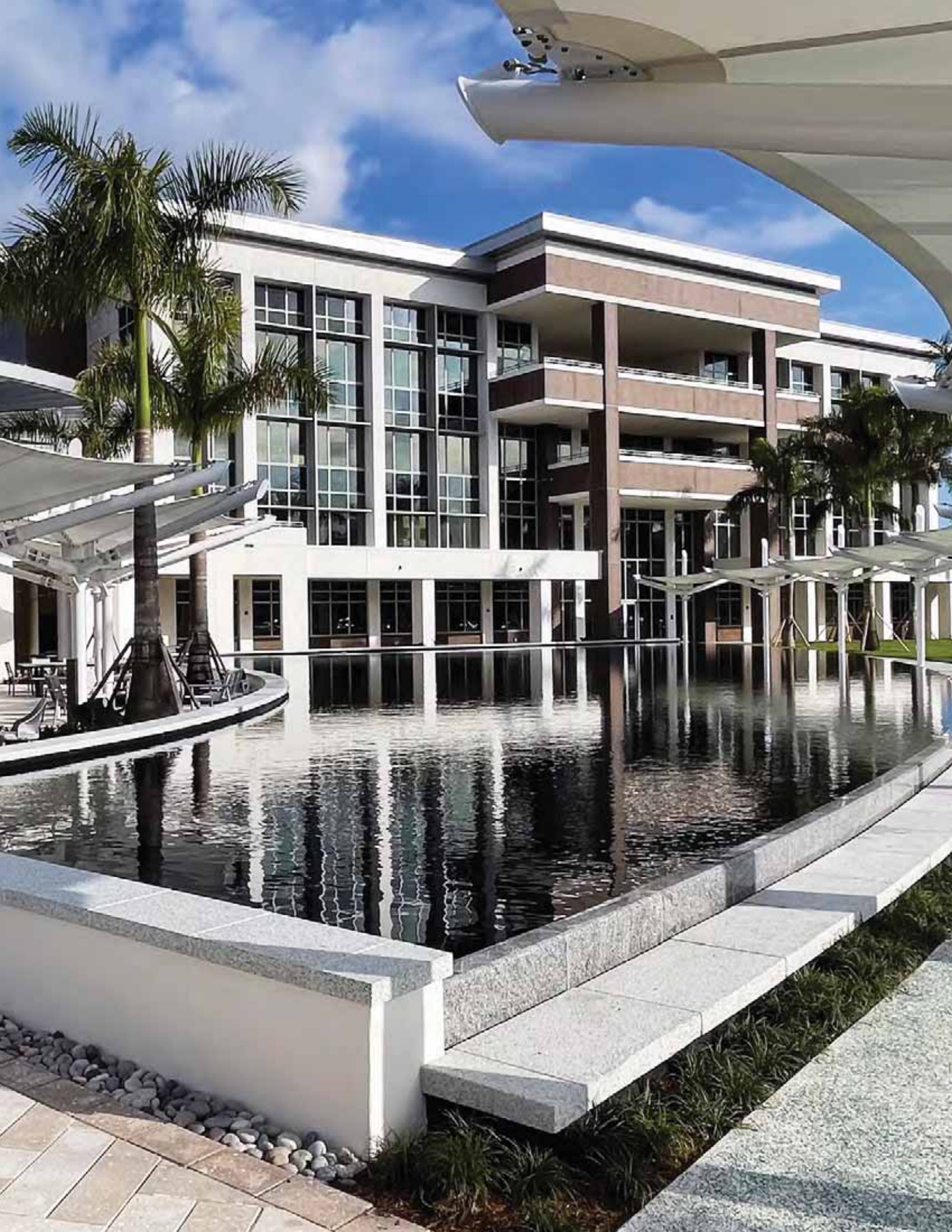
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# WELCOME MESSAGE

from the President & CEO

## To Our Associates, Business Partners and Friends,

The world adapted to a new kind of normal in 2021, but for JM Family, it was far better than normal. In fact, it was the best year in our company's 54-year history with unsurpassed annual revenue of \$18 billion. What a way to close the books! Achieving this remarkable milestone is attributed to the collective strengths we hold as a company that are deeply rooted in our unique culture and fueled by our drive to do it better.

The pandemic has impacted every industry around the globe with never-before-seen supply chain shortages and low inventories. But despite these challenges, we remained focused on serving our customers, dealer partners and the community while continuing to diversify our company with four new acquisitions within the Home Franchise Concepts portfolio – Kitchen Tune-Up, Bath Tune-Up, Two Maids and Aussie Pet Mobile. This brings our total number of home improvement brands to nine!

In this Impact Report, you can learn about our sales numbers, the accomplishments of our businesses as well as our environmental achievements and philanthropic initiatives. We also outline our diversity and inclusion efforts that we hope will drive change throughout the communities where our associates live and work.

Last year was full of the unpredictable, but as we look back, we are reminded of what was predictable – the dedication and hard work of our more than 4,500 associates, our ability to transform challenges into opportunities, and the steadfast commitment to our core values and guiding principles our founder, Mr. Moran, instilled in us more than 50 years ago.

The outlook is bright for JM Family. Our momentum has never been stronger, we are well-positioned for the future, and we are ready to elevate our business in 2022 and beyond.

Together, we do it better.

Brent Burns



# JM FAMILY AT A GLANCE



-  Southeast Toyota Distributors, LLC
-  Southeast Toyota Finance
-  JM&A GROUP

-  JM LEXUS
-  DATA SCAN
-  HOME FRANCHISE CONCEPTS

 Corporate Services

## 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 oversees three operating business units: JM Lexus, DataScan and Home Franchise Concepts along with JM Family's internal Corporate Services.

In 2021, Home Franchise Concepts welcomed four new brands to the family – Kitchen Tune-Up, Bath Tune-Up, Two Maids and Aussie Pet Mobile. This brings our total number of home services brands to nine!



Ranked one of FORTUNE's 100 Best Companies to Work For **24 Years in a Row!**

## 2021 KEY STATS



Revenue: **\$18 Billion**



**45%** of associates have been with the company for 10 or more years



**4,566** associates as of December 31, 2021

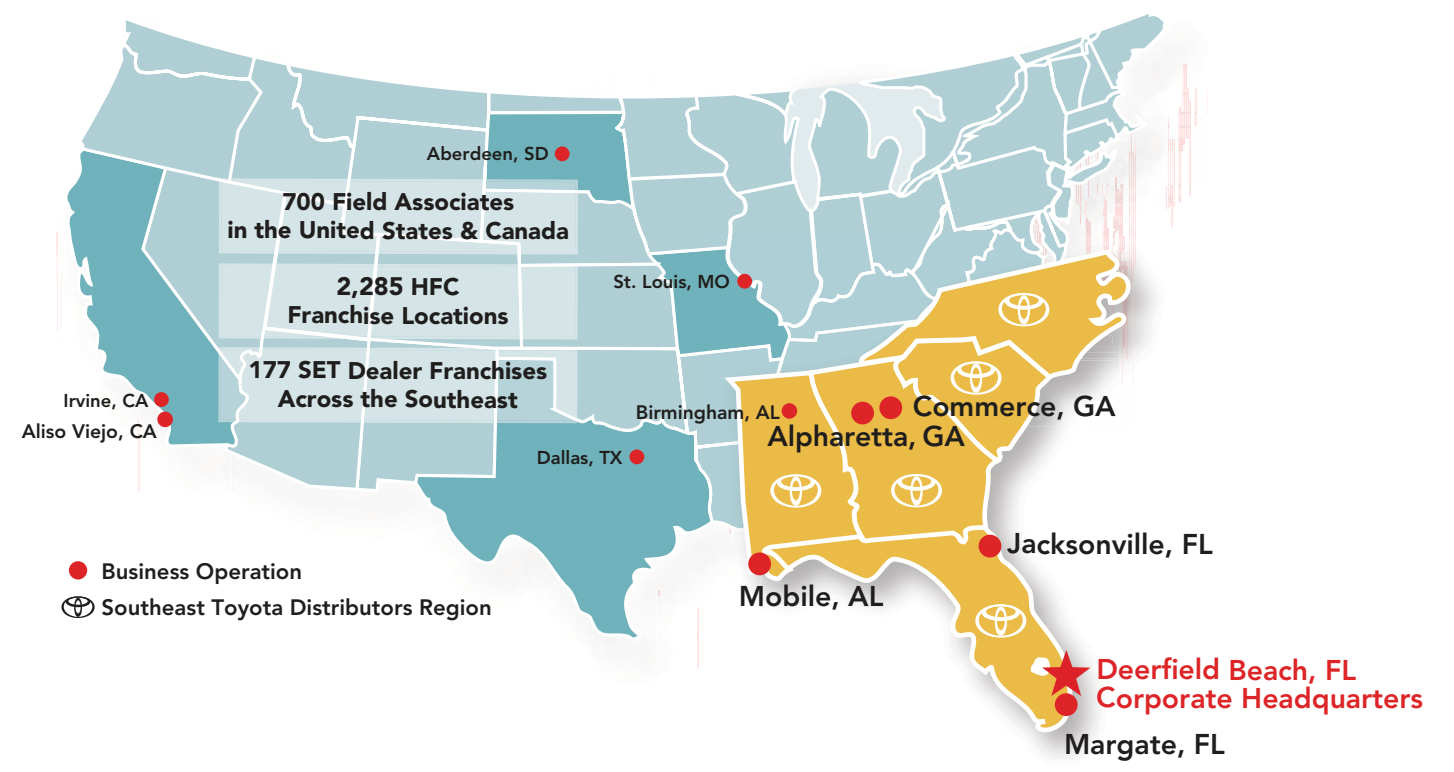


**No. 17** on Forbes' list of America's Largest Private Companies; Leading automotive company



Associates live and work in **48** states, Puerto Rico and Canada

## OUR LOCATIONS





# SENIOR LEADERSHIP



**Colin Brown**  
Chairman of the Board,  
JM Family Enterprises



**Brent Burns**  
President and CEO,  
JM Family Enterprises



**Ravi Abbineni**  
Senior Vice President and  
Chief Financial Officer,  
JM Family Enterprises



**Scott Barrett**  
President,  
Home Franchise Concepts



**Dan Chait**  
President,  
JM&A Group and  
Southeast Toyota Finance



**Ron Coombs**  
President,  
JM Family Holdings & Services



**Chad Couch**  
Senior Vice President and  
Chief Information Officer,  
JM Family Enterprises



**Carmen Johnson**  
Executive Vice President,  
Human Resources and Legal,  
JM Family Enterprises



**Brent Sergot**  
President,  
Southeast Toyota Distributors



**Bill Shope**  
Senior Vice President and  
Chief Operating Officer,  
Southeast Toyota Finance





## Southeast Toyota Distributors, LLC

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

Southeast Toyota distributes vehicles, parts and accessories to 177 independent Toyota dealerships in Alabama, Florida, Georgia, North Carolina and South Carolina. Toyota vehicles shipped to the United States are processed at the company's Talleyrand Marine Terminal in Jacksonville, Florida, for distribution across the southeast. Toyota vehicles produced in North America and received by rail are processed at additional Southeast Toyota facilities located on the west side of Jacksonville and in Commerce, Georgia.



## Helping Our Dealers *Do It Better!*



**\$672 million**  
in parts and accessories sold

Share of Toyota's total U.S. retail sales reached a 2nd best all-time high of



177 independent Toyota dealers retailed  
**364,787** vehicles in 2021



Combined retail and fleet sales totaled

**497,187 vehicles**  
in 2021 representing 24.7% of Toyota's total U.S. sales volume







# 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.



## *Driven* to Support the Customer Journey



In the southeast, **nearly 65%** of all new Toyota vehicles were financed or leased through Southeast Toyota Finance



Serviced **750,478** finance and lease accounts in support of Southeast Toyota dealers at year-end 2021



**256,717** retail and lease contracts purchased in 2021, totaling **\$8.4 billion** in support of Southeast Toyota dealers



Southeast Toyota Finance **Celebrated 40 Years!**





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

JM&A Group is one of the largest providers of automotive finance and insurance (F&I) products, and dealership consulting services nationwide. We work 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 F&I, Fixed Operations, Dealer Talent Services, Training & Development, and Insurance & Risk Management.



## Accelerating Dealer Success



Approximately  
**14.2 million**  
contracts in force



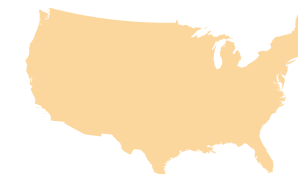
Nearly  
**\$2.7 billion**  
in reserves



Customer Service Team answered more than  
**1.9 million**  
calls and paid out more than \$538 million in claims in 2021



The Performance Development Center trained more than  
**4,000 dealership associates**  
in 2021 helping them master industry regulations and maximize sales opportunities



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

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





[onedatascan.com](http://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.



## Providing Clarity Managing Risk

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



### 375+ field professionals

conducted approximately 240,000 audits and verified over 10 million units and \$120 billion of assets serviced by DataScan



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

### Coming in 2022



**DataCision**  
Risk Defined

DataScan will launch our newest solution, a purpose built credit underwriting platform designed specifically for the floorplan lending industry.





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

JM Lexus is JM Family's only retail automotive dealership. In addition to offering a superior sales experience, JM Lexus operates a state-of-the-art Service and Parts department as well as one of the few Lexus Certified Collision Centers in the country. JM Lexus is a leader in environmental stewardship, too, employing a number of eco-friendly business practices such as solar power, efficient lighting and modern paint technologies.



Delivering the *Best Guest Experience* in the Business



Retailed  
**5,914 new**  
and  
**2,363 pre-owned**  
vehicles in 2021



**in the Nation**  
Lexus New Car Sales



**4.8 Star Rating**  
with more than 12,000  
positive Google reviews



JM Lexus is a **25-time**  
winner of the Elite of Lexus Award



**A+ rating**  
from the  
Better Business Bureau





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

Home Franchise Concepts is one of the world's largest franchising systems in home improvement goods and services. Its brands include Budget Blinds, Tailored Living, PremierGarage, Concrete Craft, AdvantaClean, Kitchen Tune-Up, Bath Tune-Up, Two Maids and Aussie Pet Mobile.



## Innovative Brands for Homeowners



### OUR FAMILY OF BRANDS:



bathtune-up®



CONCRETE CRAFT

kitchentune-up®



tailored living

*TwoMaids*

### LEADING THE WAY WITH OUR BRANDS:

- Innovation
- Customization
- Inspiration
- Social Responsibility



Number of franchise territories in the United States and Canada  
**2,285**



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



# ECONOMIC IMPACT BY STATE

with Major Business Operations



**ALABAMA**  
Southeast Toyota Finance

359

\$30,449,159

\$1,630,137

\$14,382,931

\$77,373

**FLORIDA**  
All Business Units Represented

2,535

\$583,948,334

\$42,408,069

\$184,342,508

\$4,834,676

**GEORGIA**  
Southeast Toyota Distributors  
DataScan

430

\$58,576,000

\$157,486

\$201,900,929

\$1,028,249

**MISSOURI**  
JM&A Group  
Southeast Toyota Finance

327

\$27,065,657

\$26,351

\$22,976,652

\$222,718



Alabama  
**28,866**

Florida  
**186,988**

Georgia  
**60,371**

North Carolina  
**61,020**

South Carolina  
**27,542**





# > DIVERSITY, EQUITY & INCLUSION

## MISSION STATEMENT

JM Family is committed to fostering diverse talent across all levels and roles, and to advancing a more inclusive workplace where every associate's voice is heard and matters.

Visit [jmfamily.com](http://jmfamily.com) to view our comprehensive Diversity Report.

# > 2021 HIGHLIGHTS

Below are four key accomplishments we achieved in 2021 toward creating a more inclusive and equitable workplace and community.



More than **\$1 million** in DE&I-focused contributions to community partners.



**48%** of associates hired in 2021 represented diverse minority populations, a 14% increase from 2020.



More than **100** DE&I learning opportunities and assets were made available to associates.



Additional **\$450,000** committed to internal JM Family DE&I initiatives.





# 3 STRATEGIC PRIORITIES FOR PROGRESS

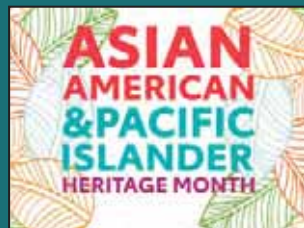
**1 COMMITMENT & SUPPORT**  
Build an inclusive workplace where everyone knows they belong.

**2 WORKFORCE DEVELOPMENT**  
Sustain and improve diversity within JM Family.

**3 COMMUNITY ALIGNMENT**  
Support and partner with organizations in our community that promote equality and economic opportunity.

## CULTURAL CELEBRATIONS

To recognize the diversity that exists among us, we celebrated many month long cultural celebrations.



## 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 in 2021  
**\$44,660,823**  
135% growth since 2011



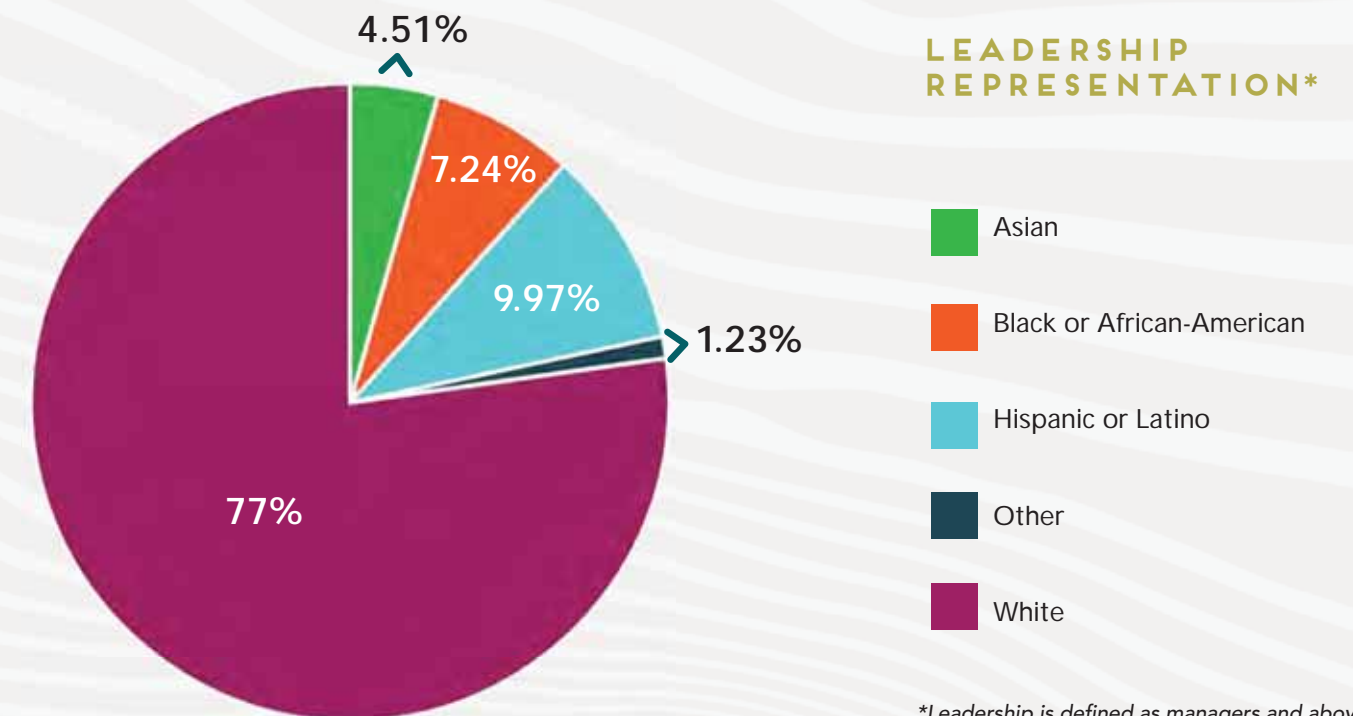
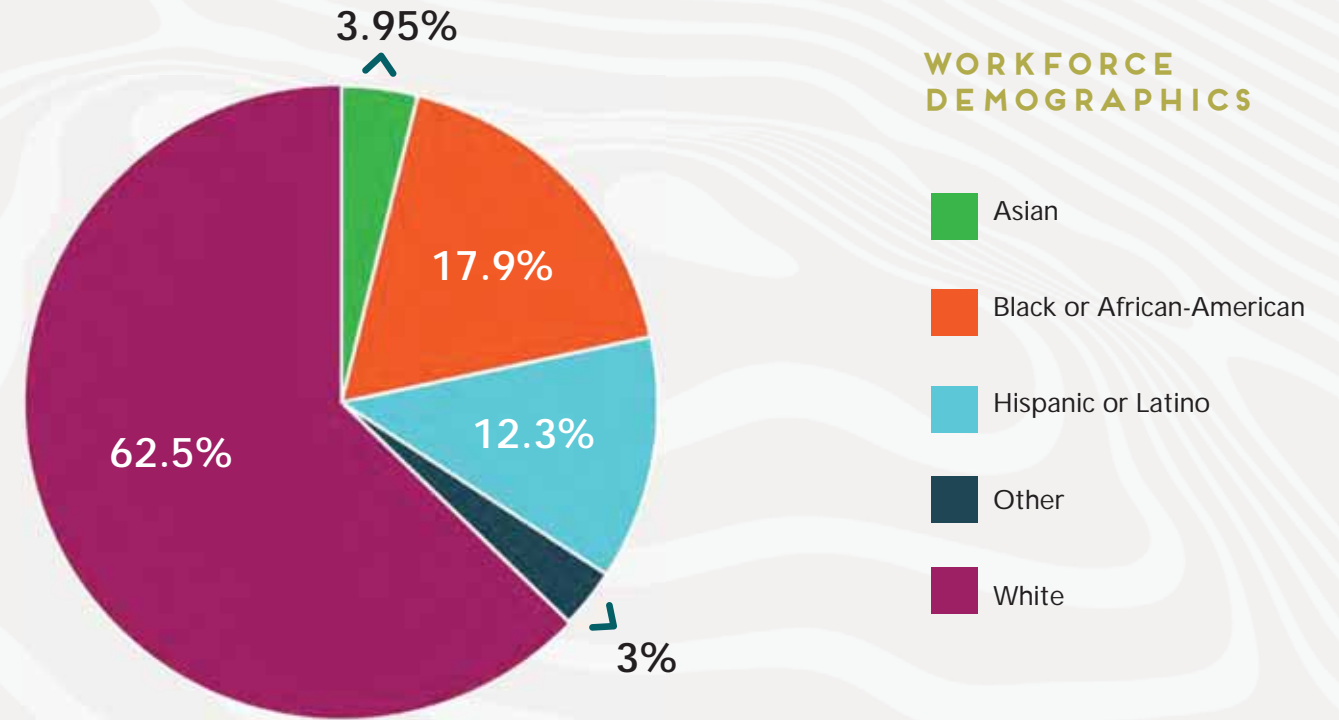
Percentage of Total Spend  
**5.1%**  
31% growth since 2011



Number of Suppliers  
**20**  
Women-owned: 12  
Minority-owned: 8  
10% growth since 2011

# OUR PEOPLE DATA

We are committed to building a purpose-driven, inclusive culture where everyone is energized to make a difference.



\*Leadership is defined as managers and above.





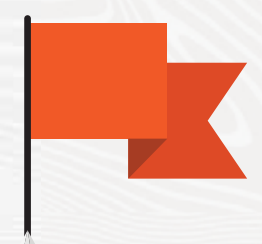
## > CORPORATE COMMUNITY IMPACT



### 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 where 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.



In 2021, associates raised  
**\$1.2 million**

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.



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





**RACE TO END HUNGER**

**\$200,000**

raised by JM Family associates in our companywide campaign to support our food bank partners.



**HAPPY HAUL-IDAYS TOY DRIVE**

Through a virtual wish list, associates donated more than

**1,371 toys** and essential needs items to benefit children and families.



**ASSOCIATES HELPING ASSOCIATES**

Our Associates Helping Associates program provided

**\$176,500**

in immediate financial assistance to 88 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 **\$246,542** for the program through our new *Show You Care, Buy a Square* virtual campaign.



**UNITED WAY**

Associates across all business locations raised

**\$728,129**

for United Way through our 12 Days of Giving campaign. To raise awareness, several associates wrote and sang a song inspired by our campaign theme.





## > ENVIRONMENTAL ACTION

While the COVID-19 pandemic continued to present many challenges in 2021, it also provided short-term positive impacts on JM Family’s environmental footprint. With many of our associates working from home and travelling less frequently, we operated our facilities and conducted business with limited resource consumption and fewer carbon emissions. We found new ways to celebrate Earth Month, including virtual Meatless Monday cooking demonstrations and an associate tree giveaway that put 200 saplings in the ground through a partnership with the Arbor Day Foundation’s Community Canopy program.

## WELL HEALTH-SAFETY RATING

The health, safety and well-being of our associates has always been of utmost importance at JM Family, and that sentiment has been at the forefront during the last two years. That is why we are so proud to announce that we have achieved the WELL Health-Safety Rating (HSR) for buildings at our Alpharetta, Aviation, Baymeadows, Commerce, Deerfield Beach, JM Lexus, Mobile, St. Louis, Talleyrand and Westlake facilities.

The WELL HSR, developed by the International WELL Building Institute (IWBI), is an evidence-based, third-party verified rating for all building and facility types that focuses on operational policies, maintenance protocols, stakeholder engagement, and emergency plans to address a post-COVID-19 environment now and into the future.

With this rating, we’re now getting credit for universal JM Family standards that are already in place across all our locations, such as sick leave policies, health benefits, cleaning and sanitization procedures, and emergency preparedness programs.

The Health-Safety seals, placed on the doors of our buildings, represent our commitment to advancing associate well-being through better buildings and operational practices and serve as a visible indication that the health and safety of our associates and guests will always be our top priority.



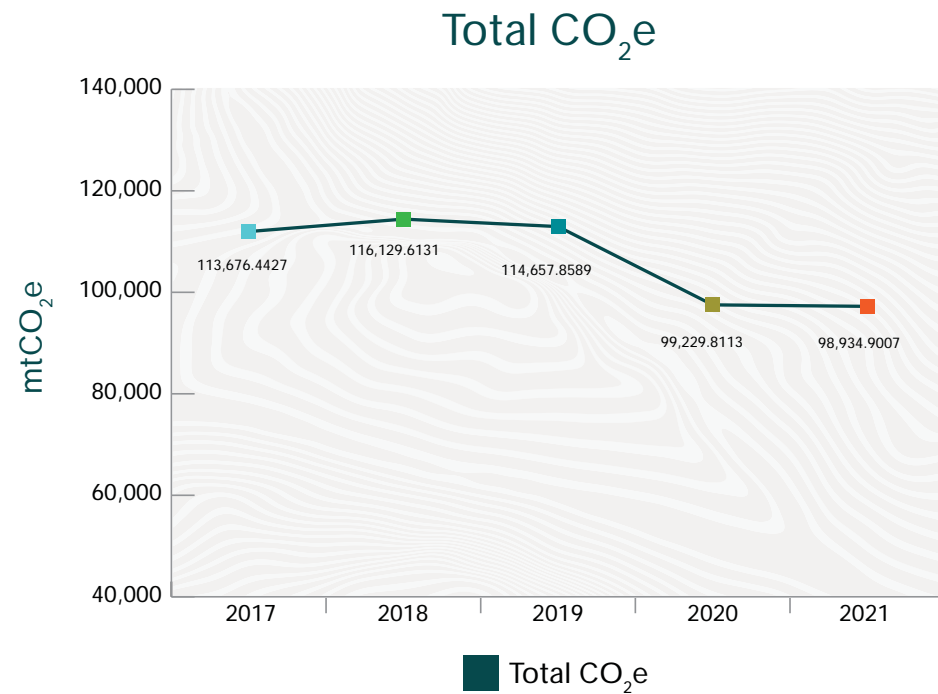
## LEED CERTIFICATION

We officially achieved LEED (Leadership in Energy and Environmental Design) Gold for our Alpharetta, Georgia, DataScan City Center facility. The site features 100% LED-lighting with smart controls, low-flow plumbing fixtures that yield a 34% indoor water use reduction, and a 22.77 kW capacity rooftop-mounted solar array that provides 5% of the building’s total energy usage.

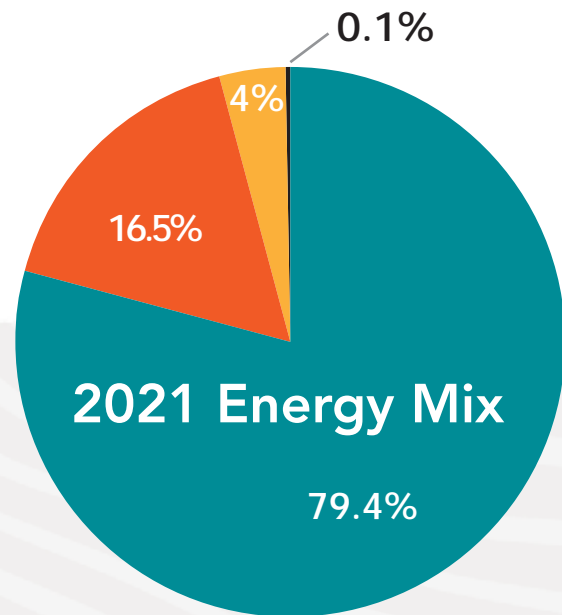


## CARBON FOOTPRINT TREND

Overall, our carbon footprint decreased by 0.3% to 98,934 mtCO<sub>2</sub>e. Although we saw significant decreases in carbon emissions associated with energy consumption, and vehicle and parts distribution, our associates resumed business travel and our campus support services recommenced after COVID-related site closures.



## ENERGY CONSERVATION



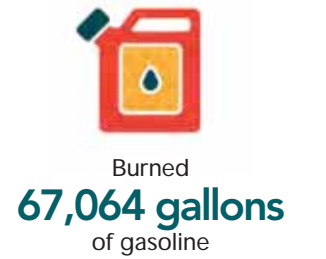
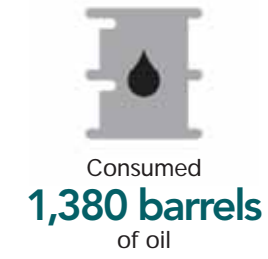
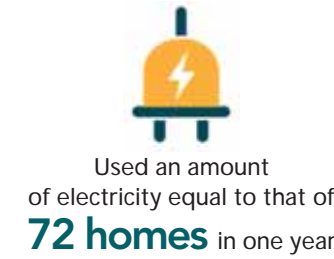
■ Electricity    ■ Solar  
■ Natural Gas    ■ Propane

Roughly **15%** of energy use at the Deerfield campus was derived from solar in 2021.

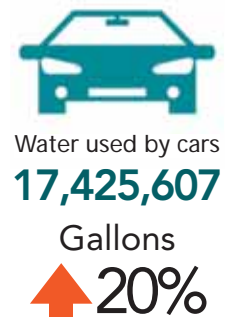
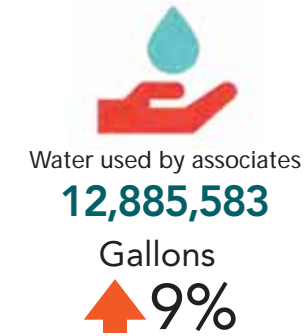


## SOLAR PORTFOLIO

Across all sites, JM Family operates eight roof-top solar arrays: five at the Deerfield Beach, Florida, headquarters, two at JM Lexus in Margate, Florida, and one at DataScan in Alpharetta, Georgia. In 2021, our solar arrays produced 1,582,608 kWh of clean, renewable energy. Consuming the same amount of electricity from non-renewable means would emit 596 metric tons of carbon dioxide equivalents (mtCO<sub>2</sub>e), which is comparable to emissions from each of these sources individually.

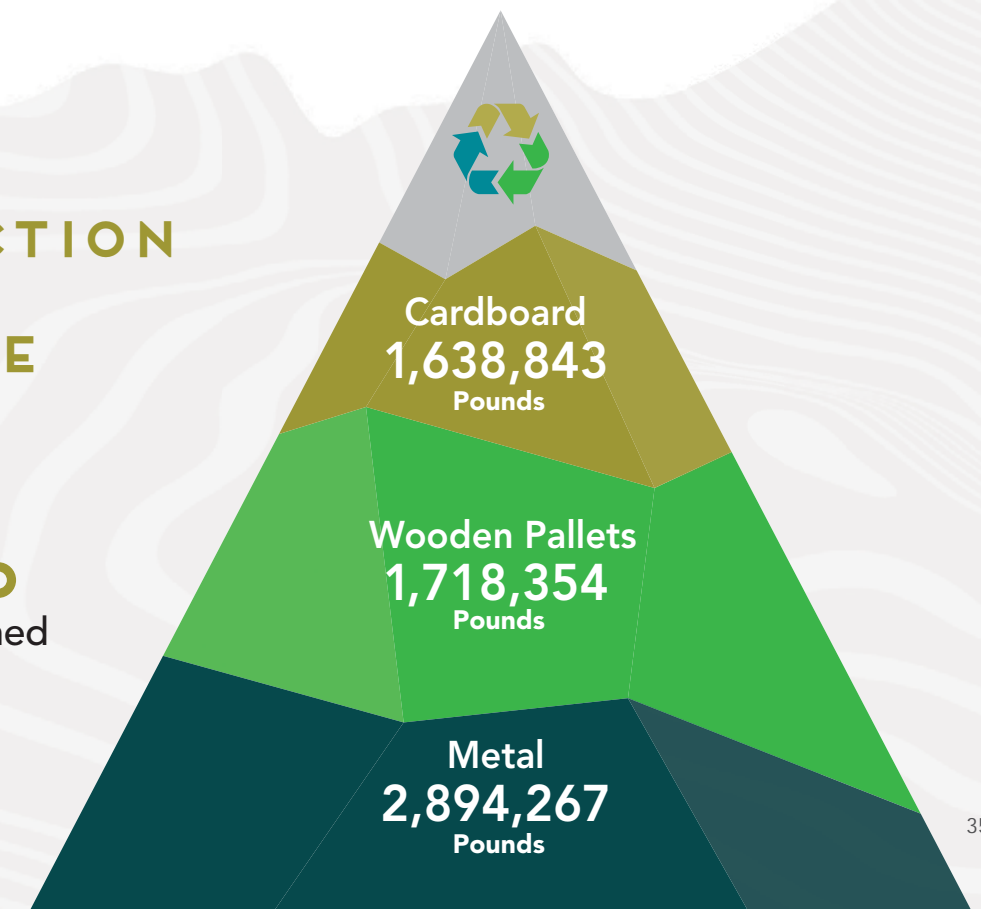


## WATER CONSERVATION



## WASTE REDUCTION & IMPROVED RESOURCE USE

**Recycled 73%** of our total waste and earned over **\$1.2M in rebates**







# JM Family Enterprises

*Our Family of Companies:*



#WeAreJMFamilY

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