



JM Family  
Enterprises

# 2022

## IMPACT REPORT





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# A MESSAGE

from the President & CEO

## To Our Associates, Business Partners and Friends,

When we entered 2022, we knew we would have to face strong economic headwinds. But we remained resilient, overcame challenges and elevated our business by supporting our customers, dealer partners and communities. Today, JM Family is proud to report \$18 billion in revenue and the second-best operating performance in our company history!

JM Family is in the business of helping other businesses succeed. Our goal is to grow our company through strategically leveraging our strong culture and core competencies that our founder, Jim Moran, instilled in our company more than 50 years ago. Building on this growth strategy, we are excited about our most recent acquisitions of Futura Title & Escrow and Rollease Acmeda, both positioned within our JM Family Holdings division, and National Truck Protection, a division of JM&A Group.

In this Impact Report, you can learn about the collective efforts we accomplished in 2022. These include our sales numbers, environmental sustainability efforts, the impact we made within our communities — including more than \$69.5 million donated to our nonprofit partners, and our commitment to build a more inclusive workplace, and sustain and improve diversity within JM Family.

Among the complexities of the last year, we achieved impressive growth and success across our company. We are more than 5,000 associates strong, well-prepared for the future, and ready to elevate and evolve together to tackle the challenges and opportunities ahead of us.

At JM Family, together, we do it better.

Brent Burns



# JM FAMILY

## AT A GLANCE



## OUR LOCATIONS



## COMPANY OVERVIEW

JM Family is in the business of helping other businesses succeed. As a long-term partner, it is invested in its companies, associates and its communities.

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

JM Family Holdings is a division of JM Family established to focus on growth opportunities through acquisitions and investments. Supporting companies include Home Franchise Concepts, Futura Title & Escrow and Rollease Acmeda.



## 2022 KEY STATS



Revenue:  
**\$18 Billion**



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



More than **5,000** associates as of December 31, 2022



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



# ▶ OUR LEADERSHIP

## SENIOR LEADERSHIP



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



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



**Dan Chait**  
Chief Operating Officer,  
JM Family Enterprises



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



**Steve Artusi**  
Senior Vice President,  
General Counsel and  
Corporate Services,  
JM Family Enterprises



**Ron Coombs**  
President,  
JM Family Holdings



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



**Scott Gunnell**  
President,  
JM&A Group



**Brent Sergot**  
President,  
Southeast Toyota Distributors



**Bill Shope**  
President,  
Southeast Toyota Finance

## GROUP VICE PRESIDENTS



**Myra Adams**  
Group Vice President of  
Sales Operations,  
Southeast Toyota Distributors



**Corey Benish**  
Group Vice President and  
Chief Technology Officer,  
JM Family Enterprises



**Darrell Campbell**  
Group Vice President of  
Strategy and Finance  
JM Family Enterprises



**Eric Carter**  
Group Vice President  
of Operations,  
Southeast Toyota Distributors



**Mike Casey**  
Group Vice President  
and Senior Advisor,  
JM&A Group



**Eric Gebhard**  
Treasurer and Group Vice President  
of Financial Operations,  
JM Family Enterprises



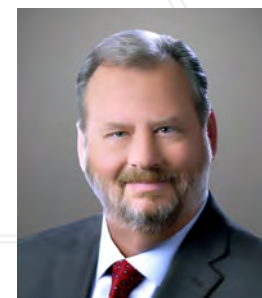
**Casey Gunnell Jr.**  
Group Vice President  
of Portfolio Management,  
Southeast Toyota Finance



**Lisbeth Heggerick**  
Group Vice President  
of Human Resources  
and Communications,  
JM Family Enterprises



**Pearl Percy**  
Group Vice President  
and Chief Corporate  
Development Officer,  
JM Family Enterprises



**Craig Pollock**  
Group Vice President  
of Corporate Services,  
JM Family Enterprises  
President, JM Lexus



**Mike Pritchard**  
Group Vice President of  
Operations, Strategy  
and Consulting,  
JM&A Group



**Dhvani Shah**  
Group Vice President and  
Chief Investment Officer,  
JM Family Enterprises





## Southeast Toyota Distributors, LLC

[southeast.buyatoyota.com](https://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.



**\$704 million**  
in parts and  
accessories sold



177 independent Toyota  
dealers retailed  
**336,760**  
vehicles in 2022



Combined retail and  
fleet sales totaled  
**450,689 vehicles**  
in 2022 representing  
24.4% of Toyota's total  
U.S. sales volume



**20.8%**  
Share of Toyota's total  
U.S. retail sales  
  
Best all-time high



The Jacksonville Port Authority approved a **\$210 million** agreement to expand SET operations and relocate from its Talleyrand location to a single 88-acre property on Blount Island to accommodate the growing demand for vehicles throughout the nation.







# Southeast Toyota Finance

[southeasttoyotafinance.com](https://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, **59%** of all new Toyota vehicles were financed or leased through Southeast Toyota Finance



**706,319** finance and lease contracts were serviced in support of Southeast Toyota dealers at year-end 2022



**209,740** retail and lease contracts purchased in 2022, totaling **\$7.3 billion** in support of Southeast Toyota dealers





**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.



Approximately  
**14.7 million**  
contracts in force



Nearly  
**\$2.8 billion**  
in reserves



Customer Service Team  
answered more than  
**1.9 million**  
calls and paid out more than  
\$640 million in claims in 2022



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



The Performance Development  
Center trained more than  
**9,000 dealership associates**  
in 2022 helping them master  
industry regulations and maximize  
sales opportunities



Acquired National Truck  
Protection (NTP), the  
North American leader in  
service contracts for the  
medium and heavy-duty  
used commercial truck  
industry





[jmlexus.com](https://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.



Retailed **4,308** new and **2,636** pre-owned vehicles in 2022



**4th in the Nation** in 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**

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

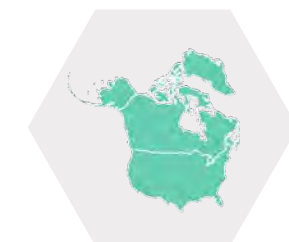


## OUR FAMILY OF BRANDS:



## LEADING THE WAY WITH OUR BRANDS:

- Innovation
- Customization
- Inspiration
- Social Responsibility



**2,341**  
franchise territories in  
the United States and  
Canada



4 brands ranked **No. 1**  
by *Entrepreneur Magazine*





**futuratitle.com**

Futura Title & Escrow, LLC was founded in 1980 and is headquartered in Boise, Idaho. The company currently has four unique brands serving high-growth real estate markets: Alliance Title & Escrow, AmeriTitle, Pacific Alliance Title, and Kittitas Title and Escrow. Together, they offer single source solutions for title and escrow services on real estate transactions for clients in Idaho, Oregon, Washington, Montana and Wyoming.



## OUR FAMILY OF COMPANIES:







**rolleaseacmeda.com**

Rollease Acmeda innovates, designs and manufactures window covering hardware for manual and automated shades, as well as specialty fabrics, for use in both commercial and residential applications.

Rollease Acmeda is the largest independent, engineered component and systems manufacturer and distributor in the window covering industry. Headquartered in Stamford, Connecticut, the company has a global team of over 270 associates and distribution facilities spanning the U.S., Australia and Europe, serving thousands of customers in more than 40 countries around the world.



**OUR BRANDS**



**Outdoor Shades**  
**ZIPSCREEN®**



**Performance Fabrics**  
**TEXTSTYLE**



**Automation**  
**AUTOMATE™**



Rollease Acmeda's critical functional components include proprietary and innovative lift systems and profiles required for a variety of shade types, including manual clutch operating systems designed for roller and roman shades.





# ECONOMIC IMPACT BY STATE

with Major Business Operations\*

States	Associates	Payroll	Sales Tax	Local Purchases	Taxes
<b>ALABAMA</b> Southeast Toyota Finance	355	\$29,200,974	\$1,529,254	\$14,631,995	\$75,581
<b>FLORIDA</b> Southeast Toyota Southeast Toyota Finance JM&A Group, JM Lexus	2,650	\$520,258,351	\$39,429,511	\$169,550,506	\$5,025,006
<b>GEORGIA</b> Southeast Toyota Distributors	289	\$53,527,283	\$202,135	\$186,507,773	\$849,697
<b>MISSOURI</b> JM&A Group Southeast Toyota Finance	322	\$26,782,985	\$19,927	\$17,274,144	\$221,897

\*A major business operation is defined as a state with more than 250 associates.

## SOUTHEAST TOYOTA'S RETAIL SALES BY STATE

Alabama  
**28,704**

Florida  
**164,521**

Georgia  
**55,729**

North Carolina  
**61,187**

South Carolina  
**26,619**





# 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.

## THREE STRATEGIC PRIORITIES FOR PROGRESS

Our 2022 summary reviews how JM Family showed up in our three established pillars. With collaboration from our associates and leadership, we connected DE&I concepts to the work we do, customers we support and the overall associate experience. JM Family elevated the status quo by cultivating an environment that supports continued learning to build a culture welcoming to all.

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.

## KEY ACCOMPLISHMENTS



More than **\$1 Million** in DE&I focused contributions to community partners



Created a new affinity group for special needs awareness and support



Approximately **20%** of the associate population is participating in an affinity group



**NEW!** Announced the observation of Martin Luther King Jr. Day as a paid company holiday

## COMMITMENT & SUPPORT

How Our Business Units are Championing a Culture of Inclusion



**Southeast Toyota Distributors, LLC**

### *Commitment to Diversity in Marketing*

The SET Marketing team participated in The Association of Independent Commercial Producers program, Double the Line. This program connects skilled professionals from traditionally marginalized communities to networks and opportunities in the commercial production industry that otherwise may be unavailable to them. In December, SET contributed \$40,000 through the program to sponsor a director and producer mentee for the filming of an SET Camry commercial.



**Southeast Toyota Finance**

### *DE&I Council Builds Greater Connections*

To better organize and support its diversity and inclusion efforts, SET Finance's DE&I Council identified and established four new workstreams focused on networking and connections, communication, internal job postings and performance management. One highly engaging and popular initiative that came out of the Council's efforts were virtual speed networking sessions that focused on connecting associates across SET Finance at all levels.



### *DE&I Townhall Meetings*

To foster an environment where JM&A associates feel included and empowered, senior leaders held several townhalls that allowed associates to voice their perspectives and make a difference. These townhalls created a space for JM&A associates at all levels to openly discuss DE&I topics, which made several positive impacts on associate development.

### *Voice of Women in the Field*

JM&A created a modified affinity group with the intention of understanding the experience of women in the field and creating shared connections between this subset of associates. The work started as a survey for female field associates to identify challenges unique to women in this role, including voicing opinions within their teams, dealer partners being receptive to their feedback and being their authentic self at work. Focus groups were formed to improve communication and recruitment for the future.



**JM Family Holdings**

### *Doing It Better Showcase*

JM Family Holdings associates participated in the challenge for the first time and added 37 new ideas along with the 260 submissions from our automotive business units.



# WORKFORCE DEVELOPMENT

## How JM Family is Sustaining and Improving Diversity Across the Enterprise

### Generational Diversity and Diversity of Thought Programs

As a method of attracting a new generation of associates and encouraging diversity of thought, JM Family established and maintained several development and exposure opportunities for students and recent college graduates.

#### ITS Academy



This rotational program focuses on providing newly graduated associates with training to help grow their skills as a junior developer.

#### Financial Analyst Rotation Program



Develop a pipeline of recent graduates who rotate into multiple analytical roles to gain broad business experience and knowledge. Graduates of the program will move into a business analytics role and be positioned as future leaders.

#### JM Family's College Internship Program



Sixty-six students from across the nation participated in our internship program, representing 43 different schools. Internship opportunities were shared with Historically Black Colleges and Universities across the country for the first time with the addition of a virtual option for the program.



### Leading the Way through Recruiting



Talent Acquisition used the leading recruitment software, Be Applied, to reduce bias and increase diversity through analyzing the wording of our external job postings for gender inclusive language and understandability. Through the use of search strings, the recruitment team searches for graduates across the nation to attract a more diverse talent pool.

### Preparing Our Leaders



The JM Family Way Defining Moments workshop, which challenges participants to consider memorable moments that matter in an associate's journey, has been completed by 50% of our people leader population. Through this program, our supervisors and above are equipped to drive the organization towards a culture where associates feel like they are valued, and they belong.



#### Inclusive Hiring Practice Guide

SET's People Strategy team developed a toolkit that was later adopted by the corporate Talent Acquisition team for companywide use. The Inclusive Hiring Practices Guide assists all hiring managers when making a requisition by shining a spotlight on the importance of a diverse candidate pool and creating awareness of biases and how they can impact hiring decisions.

#### Creating Opportunities for Leadership

SET's People Strategy team launched a Leadership Development Program to proactively prepare for succession opportunities in operational leadership through a series of rotational assignments spanning two years. The Parts Distribution Center is using the program to build a team of first line leaders for a future Atlanta location.



#### Associate Mobility

Over the past two years, SET Finance made significant progress by launching its internal career mobility program. The program allows associates the opportunity to take part in internal job movement which diversifies their work experience, expands thinking and drives innovation.

#### Affinity Group Expansion

JM Family's Women in Leadership affinity group expanded by adding two new chapters in SET Finance's Mobile and St. Louis Customer Experience Centers. These business locations represent the highest number of women across JM Family's workforce.

# COMMUNITY ALIGNMENT

### Avenues for Advancement

SET field associates and the Market Representation department continued their commitment to our mission by promoting the Avenues for Advancement program, which was developed to promote career education and leadership training for diverse dealership associates. SET associates worked with Dealer Principals to identify and enroll qualified diverse general managers, mid-level managers and high-performing associates in the program to help foster their long-term success in the automotive industry. Twenty-five dealership associates from the SET region enrolled in this program in 2022, representing 64% of the total registration for the program and making SET number one in the nation for enrollment.

# COMMITMENT TO SUPPLIER DIVERSITY



Total diverse spend in 2022  
**\$53,187,793**  
161% growth since 2011



**5.5%** of total spend  
and 41% growth since 2011



Number of suppliers **18**  
Women-owned: 8  
Minority-owned: 10



# ELEVATING ASSOCIATES AT JM FAMILY

## Celebrating Our Culture

We held month-long and stand-alone cultural celebrations and educational campaigns to strengthen inclusion and camaraderie across the organization.



## DE&I Book Club

Our book club membership doubled in size, attracting participation throughout the enterprise from associates across all locations.



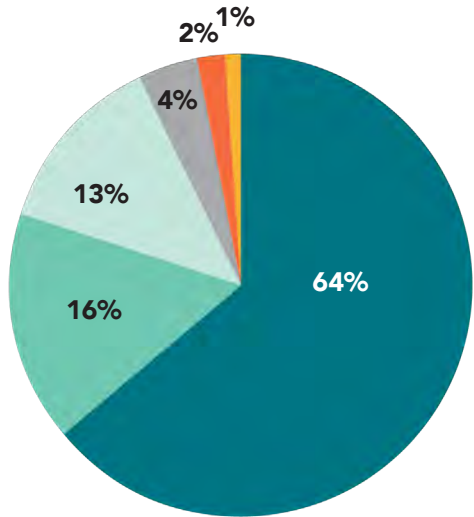
## Inclusion and Belonging Week

In October, we celebrated our first-ever Inclusion and Belonging Week. During the week, associates watched as Shanequa Fleming, Ed.D shared insight on the power of inclusion and its impact on business during a fireside chat hosted by DE&I Champion, Andy Eccher, VP, SET DRIVE.



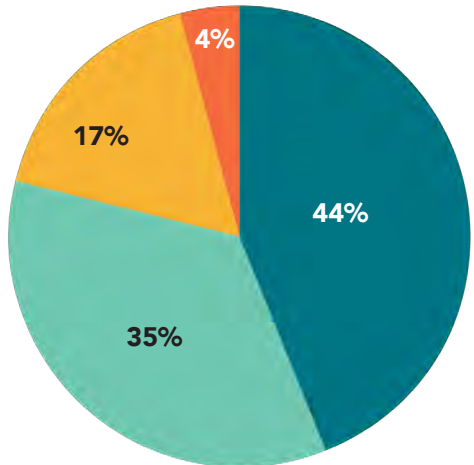
# OUR PEOPLE DATA

## WORKFORCE DEMOGRAPHICS



Workforce Demographics by Race and Ethnicity

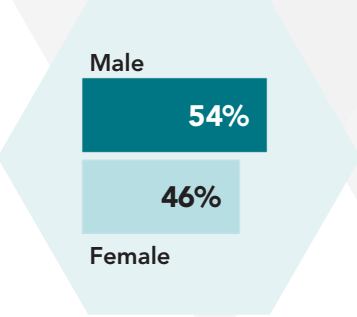
- White
- Black or African American
- Hispanic or Latino
- Asian
- Two or More Races
- Other



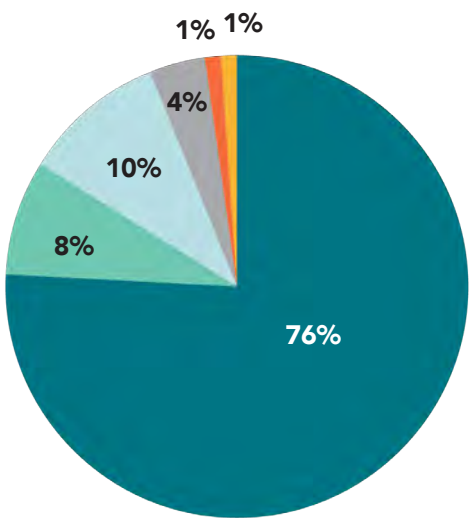
Workforce Demographics by Generation

- Boomer (1946-1964)
- Gen X (1965-1980)
- Millennial (1981-1996)
- Gen Z (1997-2012)

Workforce Demographics by Gender



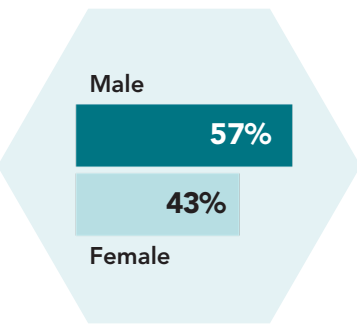
## LEADERSHIP REPRESENTATION



Leadership Representation Supervisor & Above by Race and Ethnicity

- White
- Black or African American
- Hispanic or Latino
- Asian
- Two or More Races
- Other

Leadership Representation Supervisor & Above by Gender



Data is inclusive of all JM Family Auto and Holdings companies.



# CORPORATE COMMUNITY IMPACT

## JM FAMILY FOCUSES ON THREE AREAS OF CHARITABLE GIVING:

1

Empowering  
Families

2

Promoting  
Education

3

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.



**\$69.5 million**  
donated to nonprofit  
organizations in 2022



**16,000+**  
hours volunteered  
by nearly 1,500 associates



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



**American  
Red Cross**

Through JM Family's partnership with Toyota Motor North America and Gulf States Toyota, we make a collaborative **\$550,000** contribution to the American Red Cross Annual Disaster Giving Program. Together, we pledge year-round support to help prepare for and respond to thousands of disasters across the country each year allowing the Red Cross to pre-position supplies and personnel ahead of disasters and respond immediately to provide care to those impacted.



# INSPIRING ACTION. CREATING IMPACT.



## DRIVING OUT HUNGER

Associates built putting greens made from canned and boxed goods at eight of JM Family's business locations. Associates were encouraged to "chip in" and donate \$25 to their local food bank for the chance to play a round and win prizes!

Associates raised nearly **\$50,000** to help our food bank partners stock their shelves and drive out hunger!



## TAKING CARE OF EACH OTHER

Our Associates Helping Associates program provided **\$209,750** in immediate financial assistance to 111 associates who faced hardship, including the loss of an immediate family member, or damage to their home by natural or man-made disasters.

Our very own associates band plays various venues around Deerfield Beach to raise funds for the program — what a way to leverage our time and talents!

Associates donated an impressive total amount of **\$279,342** to the program.



## SPREADING HOLIDAY CHEER

Associates banded together to spread holiday cheer, supporting children and families in need with Happy Haul-idays, a virtual toy and essential needs drive.

Associates donated more than **1,100** items to benefit children and families.



## MAKING AN IMPACT, TOGETHER

This year's United Way campaign, *Together We Can*, emphasized the greater impact we can make when we unite around one common goal. Associates across business locations made donations through participation in fun activities like the Cash Grab machine.

Associates raised a record-breaking **\$732,129!**



## ENVIRONMENTAL ACTION

### ELEVATING SUSTAINABILITY

As our company continues to grow, so do our efforts to make operational efficiencies that reduce impacts on the planet. Our actions not only make smart business sense, they also conserve resources to create a stronger community for our associates, customers and partners.

In 2022, we celebrated Earth Month in many creative ways, including sustainable agriculture cooking demonstrations, environmental service projects with organizations like Forest Releaf and educational trainings about Toyota's electrification strategy.

### WELL HEALTH-SAFETY RATING

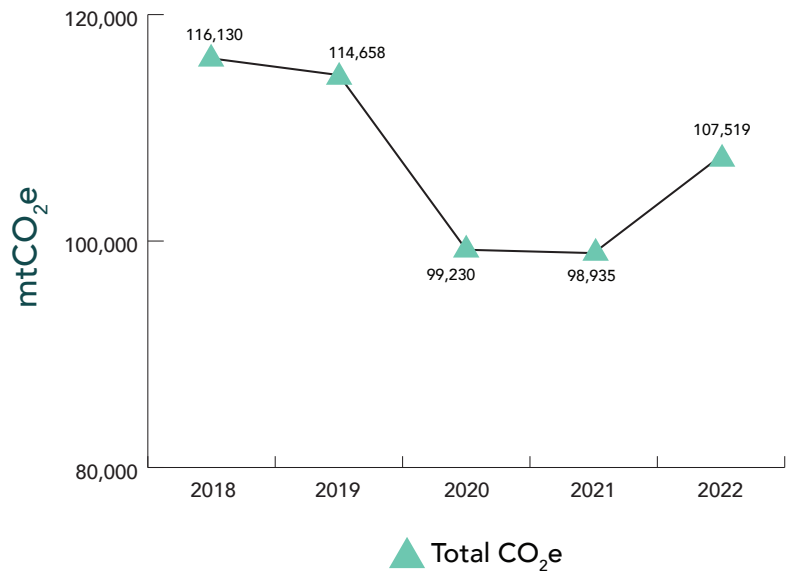
We achieved the WELL Health-Safety Rating at nine buildings across our locations. The Health-Safety seals, placed on the doors of our buildings, represent our commitment to advancing associate well-being through better buildings and operational practices and serve as a visible indication that the health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





CARBON FOOTPRINT TREND

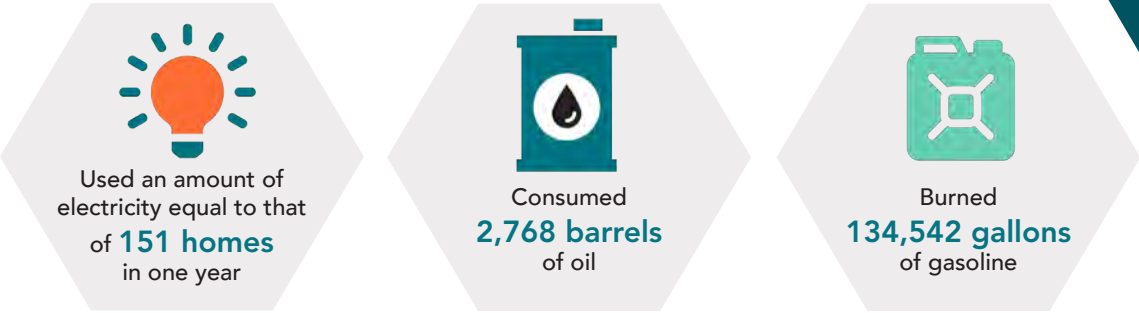
Overall, our carbon footprint increased by 9% to 107,519 mtCO<sub>2</sub>e. The increase is attributed to SET vehicle distribution operations and business travel resuming to pre-pandemic levels.



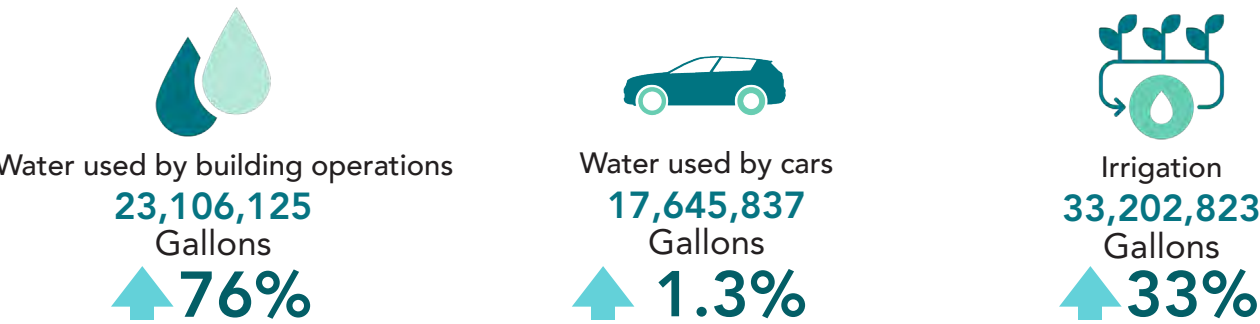
SOLAR PORTFOLIO

Across all sites, JM Family operates seven roof-top solar arrays: five at the Deerfield Beach, Florida headquarters, and two at JM Lexus in Margate, Florida. In 2022, our solar arrays produced 1,687,176 kWh of clean, renewable energy.

Consuming the same amount of electricity from non-renewable means would emit 1,196 metric tons of carbon dioxide equivalents (mtCO<sub>2</sub>e), which is comparable to emissions from each of these sources individually:



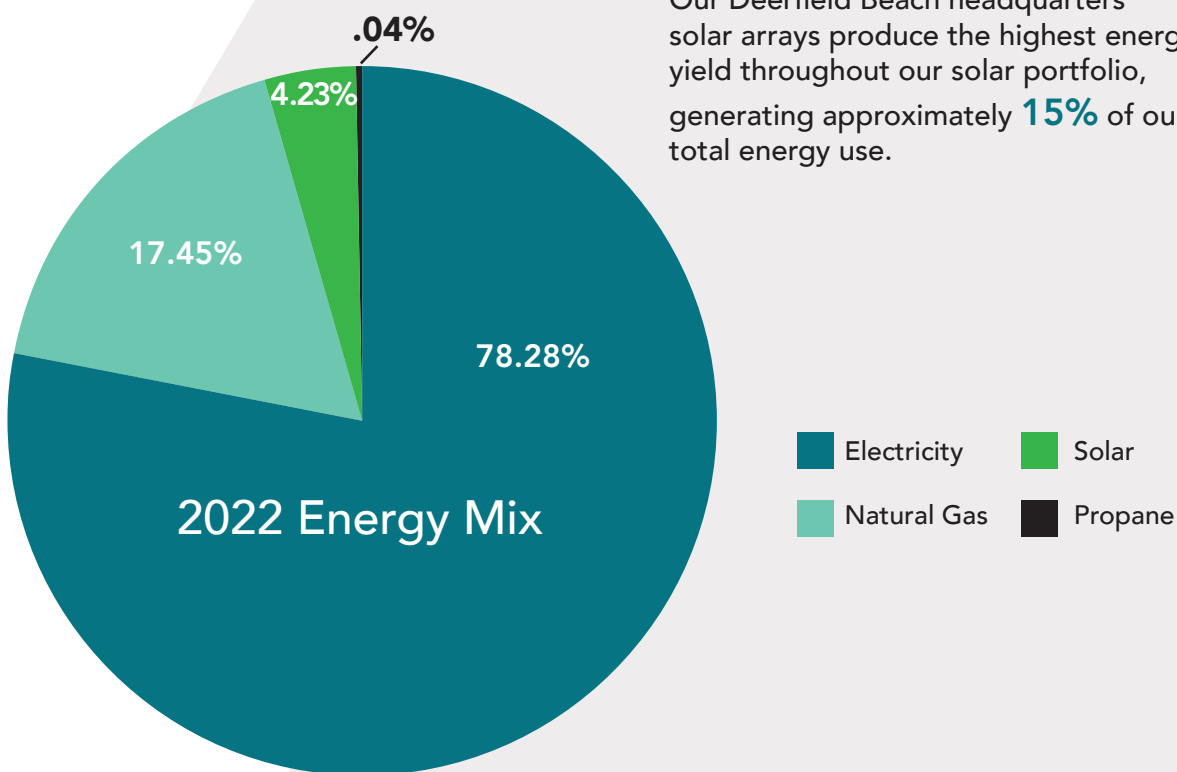
WATER CONSUMPTION



Percentages are compared to 2021 data. The rise in water consumption during 2022 was a result of the increase in occupancy as associates returned to the workplace and full operations resumed.

ENERGY MIX

Our Deerfield Beach headquarters' solar arrays produce the highest energy yield throughout our solar portfolio, generating approximately **15%** of our total energy use.



WASTE REDUCTION & IMPROVED RESOURCE USE

Recycled **74%** of our total waste and earned over **\$1.8M** in rebates



\*Data is inclusive of all JM Family Auto companies.





# JM Family Enterprises

## *Our Family of Companies:*



**Southeast Toyota**  
Distributors, LLC



**Southeast Toyota**  
Finance



**JM&A**  
GROUP



**NATIONAL TRUCK**  
**PROTECTION**



**JM LEXUS**



**HOME**  
**FRANCHISE**  
**CONCEPTS**



**FUTURA**  
Title & Escrow



**ROLLEASE**  
**ACMEDA.**



#WeAreJMFAMILY