



JM Family Enterprises

2023 IMPACT REPORT



We're growing! Rendering of the Accessory Building and offices at our new 88-acre, 250,000-square-foot Vehicle Processing Center at the Blount Island Marine Terminal in Jacksonville, Florida. Opening mid-2025.

Content

Message from CEO	03
Our Locations	04
Our Story	05
Our Business:	
JM Family Automotive	06
JM Family Holdings Group	11
Our Associates	12
Our Communities	18
Our Environment	20
Our Future	22





Brent Burns

CEO

To Our Associates, Business Partners and Friends,

JM Family had another record year in 2023, reaching more than \$20 billion in revenue, our highest in history. This remarkable milestone reflects the ongoing commitment of our associates to deliver their very best for our dealers, partners and customers, and to elevating and evolving across all areas of our business.

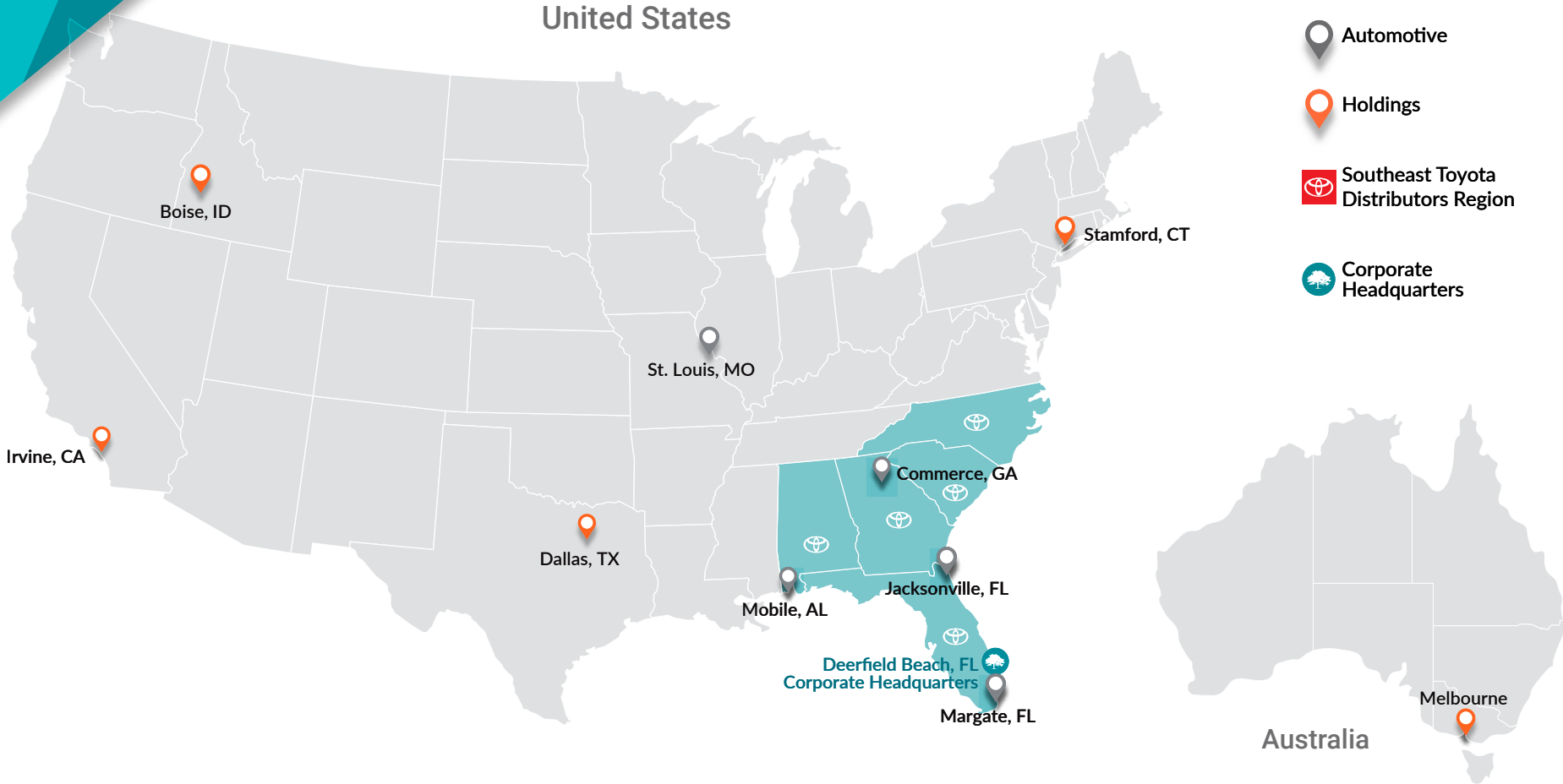
At JM Family, we continue to be driven by the vision of our founder and automotive legend, Jim Moran. Simply put, we are in the business of helping other businesses succeed. We continue to invest in doing it better across our entire enterprise, including seeking opportunities to diversify our portfolio in new and exciting industries. We also invest significantly in our associates, fostering a culture of diversity and inclusion where everyone can thrive and contribute to our shared goals. And we continue to make a positive impact in our communities and the environment, supporting numerous initiatives that align with our commitment to make a meaningful impact where our associates live and work.

We are proud of what we have accomplished together, and we are excited for what lies ahead. We invite you to learn more about our 2023 achievements in this Impact Report and follow our journey as we continue elevating and evolving our company for even greater success in the future.

At JM Family, together, we do it better.

A handwritten signature in black ink, appearing to read "Brent Burns". The signature is fluid and cursive.

Our Locations



Automotive

Holdings

Southeast Toyota Distributors Region

Corporate Headquarters

Automotive

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

Holdings

FUTURA Title & Escrow
 HOME FRANCHISE CONCEPTS
 ROLLEASE ACMEDA



Our Story

Company Overview

Founded by automotive legend Jim Moran in 1968, JM Family is in the business of helping other businesses succeed.

Partnership has been at the center of everything we do for more than 50 years. We build mutually rewarding relationships with our dealers, customers, business partners and communities to accomplish our mission of being a premier provider of products and services.

The most important relationship is with our more than 5,000 associates who exemplify JM Family's core values, setting us apart and fueling our success.

2023 Key Stats



\$20+ Billion
revenue



42%
of associates with the
company for 10+ years



5,000+
associates

Forbes

No. 22
on Forbes' list of
America's Largest
Private Companies

Our Leaders

Colin Brown, Chairman of the Board
Brent Burns, Chief Executive Officer
Dan Chait, President & Chief Operating Officer
Ravi Abbineni, Chief Financial Officer
Steve Artusi, General Counsel
Chad Couch, Chief Information Officer
Lisbeth Heggerick, GVP, HR & Communications
Ron Coombs, President, JM Family Holdings Group
Scott Gunnell, President, JM&A Group
Brent Sergot, President, SET
Bill Shope, President, SETF



Scan the QR code to
read our leaders' bios.





Our Business: JM Family Automotive



exploresettoyota.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.



Substantial investments are underway in three state-of-the-art facilities with technology upgrades aimed at growing vehicle and parts operations, improving service to Southeast Toyota's 177 dealers and meeting growing consumer demand.

2023 Accomplishments:



\$762 Million
in parts and accessories sold



344,067
vehicles retailed by 177 independent Toyota dealers



463,559
retail and fleet sales



20.4%
share of Toyota's U.S. retail sales



Southeast Toyota Finance

setf.com

At Southeast Toyota Finance, we not only offer financing to Toyota dealers and drivers, we also lend support. It's through that support that we have built strong relationships with our Toyota dealer partners and consumers in Alabama, Florida, Georgia, North Carolina and South Carolina.

We are committed to helping our customers along every mile of their journey through our relentless focus on providing an unsurpassed customer experience. Our industry ranking is high for both dealer and customer satisfaction. Southeast Toyota Finance is part of World Omni Financial Corp.

2023 Accomplishments:



No. 1

in J.D. Power study for Dealer Satisfaction



60%+

Toyotas financed or leased in the southeast



699,415

finance and lease contracts serviced



215,999

new retail and lease contracts purchased totaling \$7.8 billion





jmagroup.com

JM&A Group is one of the largest providers of automotive finance and insurance (F&I) products, and dealership consulting services in the nation. Our F&I products include vehicle service contracts, prepaid maintenance, total loss protection and more. 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 and Development, and Insurance and Risk Management.



CAREER ADVANCEMENT Program

JM&A Group launched the Career Advancement Program, a first-of-its-kind initiative to invest in increasing representation and opportunities for women in the retail automotive space by elevating talent through free, immersive training on leadership skills and key automotive profit centers.

2023 Accomplishments:



\$3.1 Billion

in reserves



4,100

nationwide dealers offer JM&A products



11,000

dealership associates trained through JM&A Group Consulting Solutions



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.



2023 Accomplishments:



No. 1

J.D. Power Dealer of Excellence



No. 3

Lexus dealer in the U.S.



4,562

new vehicles retailed

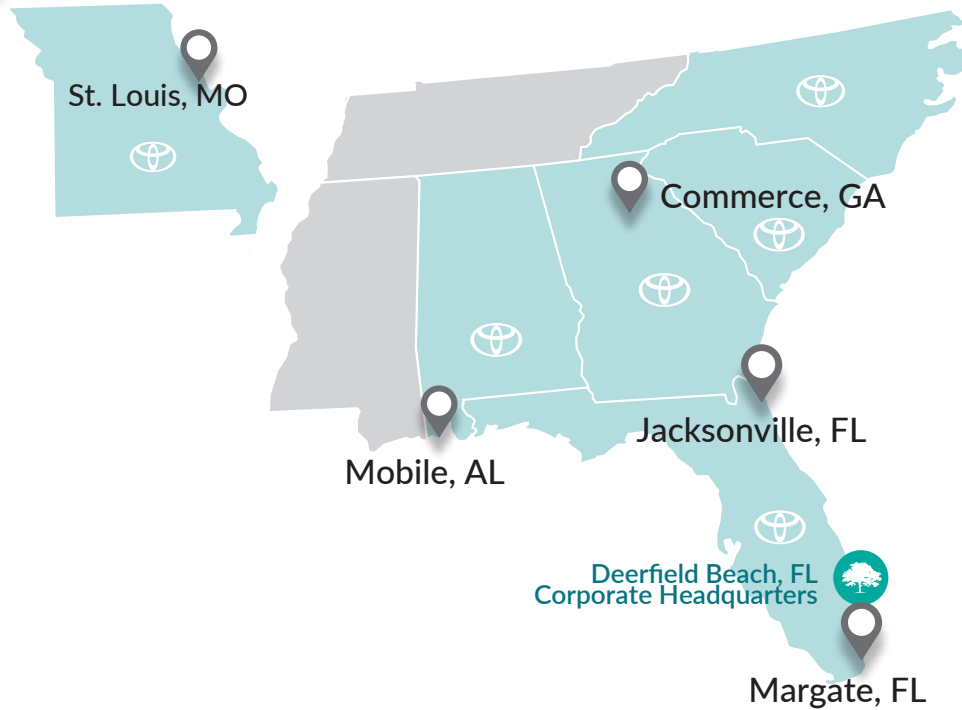


2,630

pre-owned vehicles retailed



Economic Impact in States with Major Business Operations*



Toyota Vehicle Sales by State

Alabama
32,510

Florida
161,472

Georgia
58,188

North Carolina
63,767

South Carolina
28,031

	Alabama	Florida	Georgia	Missouri
Associates	364	2,733	304	311
Payroll	\$28,140,227	\$470,181,455	\$34,372,360	\$24,448,111
Sales Tax	\$1,175,194	\$30,554,185	\$235,125	\$17,891
Taxes	\$87,931	\$5,755,775	\$803,753	\$201,483
Local Purchases	\$11,224,424	\$176,996,533	\$233,524,897	\$10,019,321

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

Our Business: JM Family Holdings Group

JM Family Holdings Group is a subsidiary of JM Family Enterprises, Inc., established to focus on growth opportunities across a diverse set of industries. For franchise model businesses, JM Family owns the franchisor, not the franchisees.



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, Two Maids and new this year, Lightspeed Restoration.



No. 1
four brands ranked #1 by Entrepreneur Magazine



2,640+
franchise territories in the U.S. and Canada



futuratitle.com

Futura Title & Escrow, LLC headquartered in Boise, Idaho, is the largest independent title and escrow group in the Pacific Northwest. With five unique brands including: Alliance Title & Escrow, AmeriTitle, Momentum Title Agency, Pacific Alliance Title, and Kittitas Title and Escrow, they offer a complete range of commercial and residential title and escrow services.



70+
branch offices in the Pacific Northwest and Louisville Metro area



30,000
title orders closed in 2023



rolleaseacmeda.com

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 and distribution facilities serving thousands of customers in more than 40 countries around the world.



40 +
years as industry leader in window covering hardware



263
associates located across the U.S. and Australia



Our Associates

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.

Two Strategic Priorities

Through consistent and purposeful steps, JM Family is on a mission to advance Diversity, Equity and Inclusion (DE&I) within our company and our communities. Our two guiding pillars of DE&I are:

- **Commitment and Support**
Build an inclusive workplace where everyone knows they belong
- **Workforce Development**
Sustain and improve diversity within JM Family

DE&I Impact

2023 Key Accomplishments



re-tooled benefits package to meet the needs of an evolving workforce



expanded our generational and underrepresented talent through our internship program, rotational programs and HBCU partnerships

2023 Data Insights



enterprise minority representation - a 3% increase from 2022



increase in minority leadership representation from 2022



DE&I in Action

DE&I Champions

Our DE&I Champions act as peer-to-peer coaches on inclusion concepts to reinforce and increase DE&I discussions within JM Family and provide a channel to capture feedback and stimulate conversations.

In 2023, our Champion population grew from 15 to 40 associates who completed the Yale School of Management's online program, Fostering Diversity and Inclusion, as a part of their onboarding education. The group met during a two-day retreat hosted by our Workplace Inclusion and Experience department. The retreat reinforced leadership support, our partnerships with our Affinity groups and strengthened Champion's capabilities to drive conversations about DE&I as an advocate in their businesses. The retreat was featured in the December 2023 edition of the South Florida Business Journal which showcased our DE&I efforts to an external audience.

Executive DE&I Council

Our Executive DE&I Council was formed in 2023 to unite our business unit DE&I Council leads and Affinity Group leads at all levels, align our DE&I strategies across the enterprise and encourage diversity of thought by including our businesses in our collective DE&I work.

The council meets monthly to review our strategies and discuss workplace trends and impacts to our associates.





In 2023, HBCU Connect was established at JM Family to actively recruit Historically Black Colleges and Universities graduates and once hired, provide support. In addition to forming HBCU Connect, the Talent Acquisition department built new partnerships with three HBCUs in Florida and Missouri, allowing us to expand and deepen our search for the best talent by diversifying our pool of applicants.

Diversifying Panel Interviews

To objectively assess diverse candidates, our Talent Acquisition team created tools, improved processes and consulted with the business to ensure we utilize best practices in the selection of associates participating in a panel interview. This ensures we gather unique perspectives that help diversify our talent bench and pipeline.



25 different colleges and universities were represented in our 2023 Summer internship program where we introduced optional virtual DE&I Coffee Chats open to all interns.

The sessions were facilitated by our Workplace Inclusion and Experience team as an opportunity for exposure to DE&I early in their careers. Sessions were held throughout the summer and included topics on respecting ethnic names, removing unintentional language connotations from our communication and what DE&I represents.

Rotation Programs

Building on the success of our ITS Academy and Financial Analyst Rotation Program, we added a new three-year Data Analyst Rotation Program in 2023 to help us continue attracting recent graduates.

The Data Analyst Rotation Program places graduates in a role aligned with their aspirations and business need. Development is supported through on-the-job learning, continuous mentorship and formal training. Associates in the Data Analyst program can expect a breadth of learning on technical skills, leadership and business operations.





Inclusion and Belonging Week

In September of 2023, JM Family joined in celebrating the globally acknowledged Inclusion and Belonging week. Every associate received a bracelet inscribed with the phrase “Take Action. Make Impact.” The bracelet serves as a visual reminder of our shared values and the impact we can make together every day and symbolizes our shared belief that even the smallest of actions can bring about significant, meaningful change.

Celebrating Our Culture

We held monthly and stand-alone cultural celebrations and educational campaigns to strengthen inclusion and connection across the organization. Here's just a few of our inclusive celebrations:

JM FAMILY CELEBRATES
WOMEN'S HISTORY MONTH



ELEVATING *Benefits*

With a goal of offering additional flexibility and choice in benefits, our benefits team completed a comprehensive analysis of the needs of our associate population based on income, generation, demographic data and social determinants of health.

Through surveys and focus groups, we heard perspectives from a cross-section of associates regarding benefits offerings and identified gaps. As a result, our benefits were expanded to include Back-Up Child, Adult and Elder Care, and a Lifestyle Spending Account to meet the diverse needs of our associates.

Leadership Summit

During our Automotive business's annual Leadership Summit, over 300 leaders met to discuss how we elevate, evolve and build a stronger JM Family.

The summit featured a panel where each business unit shared an overview of the DE&I work completed within their business and the corresponding impact.





Our Communities



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.

2023 Accomplishments:



\$41.4 Million

donated to nonprofit organizations



45

JM Family leaders served on nonprofit boards of directors and councils



18,000

hours volunteered by 1,574 associates





Through our two-week annual food bank campaign, associates raised **\$168,445** to help end hunger across our communities.



Caring for each other during difficult times is part of JM Family's culture. Our Associates Helping Associates program provided **\$181,500** to 101 associates facing hardships in 2023.

More than 1,000 associates have benefited from this associate-driven program and over \$2 million has been given in aid.

Happy Haul-idays TOY DRIVE

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 **1,276** items to benefit children and families.



UNITED, WE'VE GOT THIS!

Our annual United Way campaign proved the power we have when we unite together in giving. This year's campaign, United, We've Got This, raised a record-breaking **\$906,609!**



Our Environment

Data is inclusive of all JM Family Automotive companies.

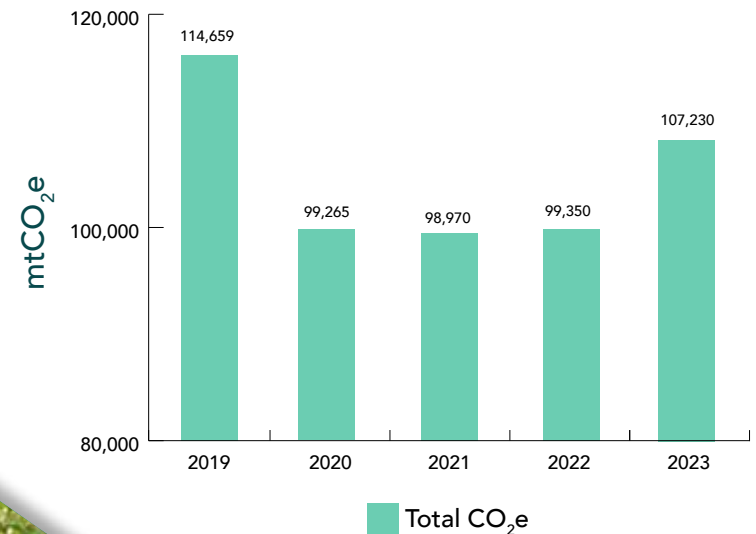
Elevating Sustainability

As our organization continues to evolve, we remain committed to enhancing operational efficiency while minimizing our ecological footprint. Our initiatives not only yield sound business results but also contribute to resource conservation, fostering a more resilient community for our associates, customers and partners.

Carbon Footprint Trend

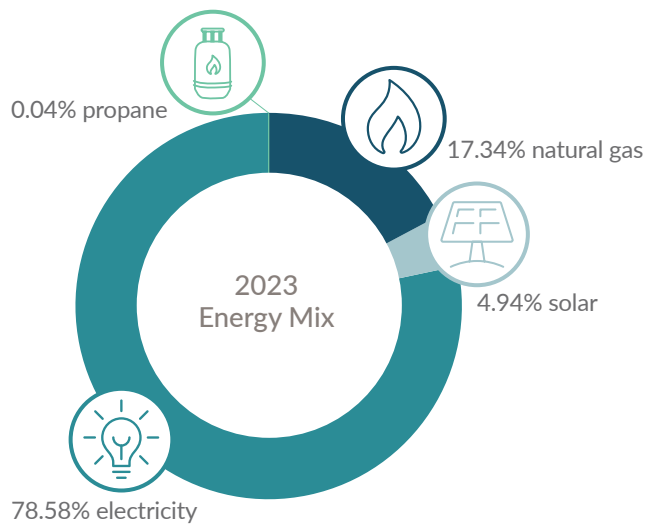
Overall, our carbon footprint increased by 7% to 107,230 mtCO₂e as compared to 2022. Emissions associated with vehicle distribution dropped by 4% while business travel and business operations emissions increased by 12% and 25%, respectively.

Carbon Footprint



Energy Mix

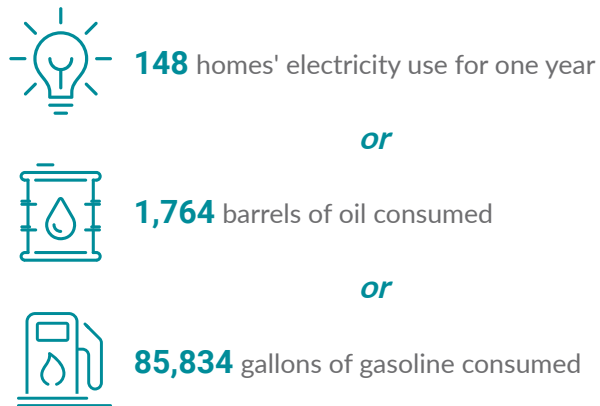
Our energy efficient facilities use a mix of grid-tied electricity, on-site renewables and natural gas. Across all sites, we consumed 38,951 MWh of energy from non-renewable sources, a 3% increase from 2022.



Solar Portfolio

Across all sites, JM Family operates seven rooftop solar arrays: five at the Deerfield Beach, Florida headquarters, and two at JM Lexus in Margate, Florida. In 2023, our solar arrays produced 2,023,972 kWh of clean, renewable energy.

Consuming the same amount of electricity from non-renewable means would emit 763 metric tons of carbon dioxide equivalents (mtCO₂e). That means our carbon reduction from the use of solar energy is equivalent to greenhouse gas emissions from:



Water Consumption



+6%

water used by building operations increased to 24.5M gallons



-11%

irrigation down to 29.5M gallons



+40%

water used by cars increased to 24.3M gallons*

Waste Reduction & Improved Resource Use

Recycled **73%** of our total waste and earned over **\$1.4M** in rebates



1,559,403 Pounds Cardboard

2,179,973 Pounds Wooden Pallets

2,742,408 Pounds Metal

*This increase is due to a utility billing error discovered in 2023 that had been occurring since 2020 when we moved to a new facility in Commerce, GA, plus a truck wash operation that did not exist at our previous location.

Our Future

Creating an impact through technology, innovation and modernization

Digital Platforms

Driving innovation through digital business capabilities

We are driving innovation by leveraging our digital business platforms and embracing new technologies such as Generative AI. With an agile mindset, we continue to shape ideas into solutions that create value.



CallMiner: AI scoring of phone calls providing insight into why customers call, what they are saying and how agents are responding.

DRIVE

Creating a foundation to drive our business to new levels

A multi-year Southeast Toyota program, DRIVE is designed to modernize our technologies, operations, and facilities. Its goal is to enable our dealers to gain market share in the rapidly changing automotive industry and enable the agility necessary to stay ahead of growing customer expectations.

BlueYonder

Successfully implemented in 2023, BlueYonder provides advanced parts planning and forecasting capabilities to ensure we order the right part, with the right quantity, at the right time.

SPARK

Igniting Transformation

SPARK is a transformation program that will simplify and modernize Southeast Toyota Finance's applications and integrations, creating business value by onboarding and servicing our dealers and their customers faster, better and reducing our future operating costs. This multi-year initiative is the largest technology investment in Southeast Toyota Finance history and will replace 15 legacy applications.



The JM&A CORE+ initiative will modernize current systems and applications to allow for better flexibility into core operational functions, creation of more products and structures, and enhancement of claims adjudication process.



Maximizing the full potential of our dealer partners

In 2023, JM&A introduced new generative AI tools to our online claim submission process, creating a win/win of efficiency gains for both our dealers and the JM&A claims team.

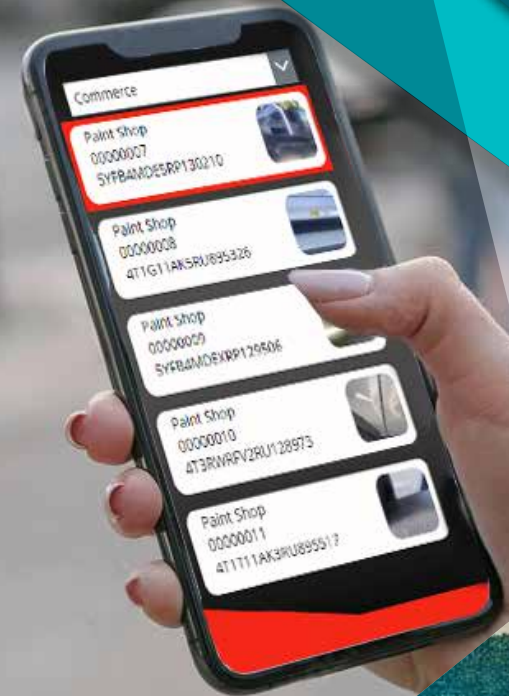


230 Entries, 46 Teams, 12 Winning Ideas

JM Family's Doing it Better Showcase highlights innovative solutions created by associates to elevate business operations. This year, 46 teams were selected to showcase their concepts to JM Family's senior leadership team. Out of these, 12 ideas were selected as the winners of the challenge.

A winning idea!
Southeast Toyota Distributors' Paint Shop Power App

Paint Shop Power App will allow consumers to get real-time updates on vehicle location in the processing lineup, estimated arrival times and vehicle prioritization.



Paint Shop Power App





JM Family Enterprises

Our Family of Companies:



#WeAreJMFamilY

