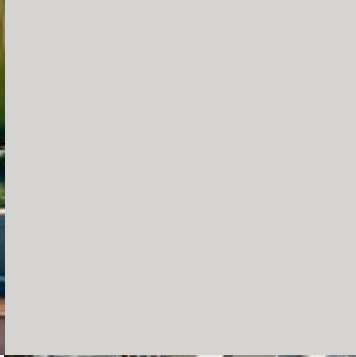
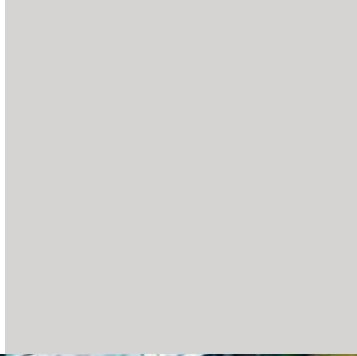


INSPIRING
ACTION 
 CREATING **IMPACT**
 2019 Impact Report





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Welcome Letter

from the President & CEO

To Our Associates, Business Partners and Friends,

Last year was one for the record books. We thrived in 2019, with record revenue of \$17.7 billion. Looking back on the year, I see the hard work, dedication and ingenuity of our associates. We are 4,300 associates strong connected by our company's guiding principles.

In addition to last year's impressive 8.5% annual revenue increase, 2019 was remarkable for many reasons. We broke sales records across all of our businesses. We explored new markets and diversified our company with the acquisition of Home Franchise Concepts. We watched construction progress on our state-of-the-art Deerfield Beach, Florida headquarters, and we made major headway on our new Vehicle Processing Center in Commerce, Georgia. Along with these achievements, we continued to be trusted corporate partners in our communities and leaders in environmental stewardship, and many of the accomplishments are detailed in this report.

Although Jim Moran Boulevard may look a little different these days, our long-standing traditions of Consideration, Cooperation and Communication remain the same. These values, established by our founder Mr. Moran, along with Innovation and Accountability, represent a critical piece of our culture and will always lead us as we continue to explore new and innovative ways of doing business and sharing our collective success with others.

More than 50 years ago, our founder Jim Moran started JM Family Enterprises on the foundational belief that our associates are our most important asset. Our associates continue to be well-equipped to tackle challenges and remain committed to meeting the needs of our customers, partners and the community. I am confident that we will be an even stronger company when we reflect on 2020.

Together, we do it better.

A handwritten signature in black ink, appearing to read "Brent Burns", with a long, sweeping underline that extends to the right.

Brent Burns
President & CEO

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, JM&A Group, JM Lexus and DataScan.

In 2019, JM Family expanded outside its core automotive business with the acquisition of Home Franchise Concepts.

In partnership with our business units, JM Family's Corporate Group serves as an internal support team to the entire organization. It incorporates functions like Accounting, Finance, Legal, Human Resources, Talent Management and Information Technology.



2019 Key Stats



Revenue:
\$17.7 Billion
Up from \$16.3 Billion in 2018



4,362 Associates
as of December 31, 2019



No. 20 on *Forbes'* list of
**America's Largest
Private Companies**
Leading automotive company



No. 26 on FORTUNE's 100 Best
Companies to Work For list
22 Consecutive Years!



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



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



Leadership Profiles



Colin Brown
Chairman of the Board
JM Family
Joined 1992



Brent Burns
President & Chief Executive Officer
JM Family
Joined 2000



Ron Coombs
Executive Vice President &
Chief Financial Officer, JM Family
Joined 1999



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



Dan Chait
Executive Vice President, JM Family
President, Southeast Toyota Finance
Joined 2002



Forrest Heathcott
Executive Vice President, JM Family
President, JM&A Group
Joined 1993



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





Southeast Toyota Distributors, LLC

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

southeast.buyatoyota.com





TOYOTA

177 independent Toyota dealers retailed

380,129

vehicles in 2019



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

20.6%

Fleet sales for 2019

121,548



\$575 million

in parts and accessories sold

Combined retail and fleet sales totaled

501,677 vehicles

representing 24.3% of Toyota's total U.S. sales volume





Southeast Toyota Finance

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.

southeasttoyotafinance.com



In the southeast,
nearly 62%
of all new Toyota vehicles
were financed or leased
through Southeast Toyota
Finance



Served **769,986**
finance and lease accounts
in support of Southeast
Toyota dealers at
year-end 2019



261,341
retail and lease contracts
purchased in 2019, totaling
\$7.8 billion
in support of Southeast Toyota
dealers, an all-time volume record





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.

jmagroup.com





Customer Service Team answered more than **2.1 million calls** and paid out more than \$525 million in claims in 2019



JM&A products are offered at **3,800 new vehicle dealers nationwide**



Approximately **13.4 million** contracts in force



The Performance Development Center trained more than **6,000 dealership associates** in 2019, helping them master industry regulations and maximize sales opportunities



Nearly **\$2.3 billion** in reserves



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





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.

onedatascan.com





Solutions provided to
58 clients
across North America



425+

field professionals



conducted approximately **300,000 audits**
and verified over **18 million units** and
\$180 billion of assets serviced by DataScan



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



JM Lexus is the nation's largest volume
Lexus Plus dealership.

jmlexus.com



Retailed
5,015 new and
2,104 pre-owned
vehicles in 2019



Lexus Plus is a unique sales experience with a single point of contact from start to finish, and the best upfront price with no dealer fees

JM Lexus celebrated
30 years of
excellence
in 2019





HOME
FRANCHISE
CONCEPTS®

Home Franchise Concepts is a family of companies that sells home improvement products and services through a network of nearly 1,700 franchise locations in the United States, Canada and Mexico.

homefranchiseconcepts.com

Our family of brands:



Scott Barrett
JM Family Board Member & Senior Advisor,
Home Franchise Concepts



Leading the Way with Our Brands:

- Innovation
- Customization
- Inspiration
- Social Responsibility



Number of franchise territories
1,700

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



Economic Impact by State

with Major Business Operations

Alabama

Southeast Toyota Finance



Associates
366



Payroll
\$27,890,913

Sales Tax
\$1,354,516

Local Purchases
\$13,279,791



Taxes
\$77,332

Florida

All Business Units Represented



Associates
2,619



Payroll
\$433,718,608

Sales Tax
\$37,318,162

Local Purchases
\$189,786,737



Taxes
\$4,021,992

Southeast Toyota's
Retail Sales by State

Alabama
29,625

Florida
187,983

Georgia

Southeast Toyota Distributors
DataScan



Associates
405



Payroll
\$54,675,883

Sales Tax
\$267,064

Local Purchases
\$165,343,262



Taxes
\$311,012

Missouri

JM&A Group
Southeast Toyota Finance



Associates
323



Payroll
\$24,599,972

Sales Tax
\$26,701

Local Purchases
\$24,249,207



Taxes
\$219,688

Georgia
66,110

North Carolina
65,524

South Carolina
30,887



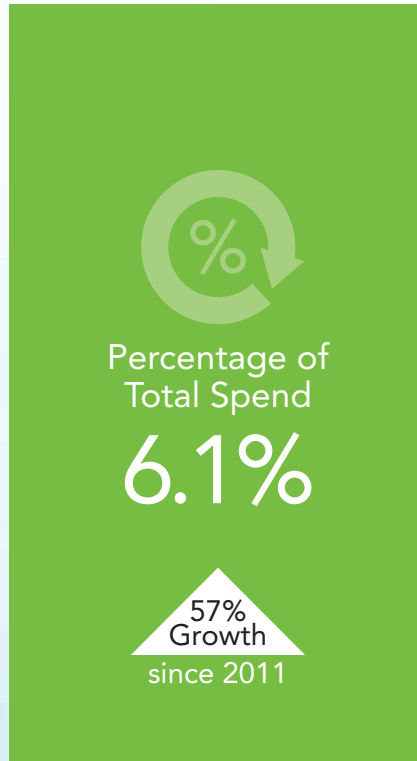
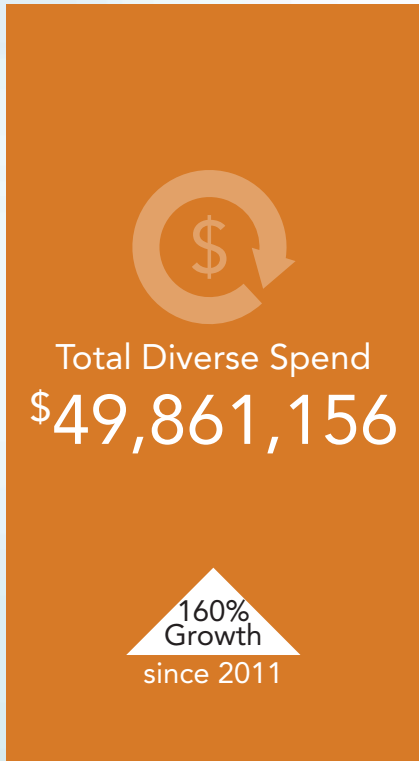
Supplier Diversity

At JM Family, we believe in partnering with a supplier base that is reflective of the many backgrounds and experiences of our workforce, diverse automotive products and services, and varied customers and business partners we serve.

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 and success.



2019 Diversity Spend



*For the purpose of JM Family's Supplier Diversity Policy and Statement, minority-owned businesses are defined as enterprises certified by the NMSDC or one of its regional affiliates. Similarly, women-owned businesses must be certified by WBENC or one of its affiliates. In Canada, JM Family recognizes minority-owned businesses that are certified by the Canadian Aboriginal and Minority Supplier Council (CAMSC) and women-owned businesses that are certified by WEConnect Canada.

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 support and volunteerism. We contribute our time and talents to impact diverse causes driven by our culture, associates and the community.





15,000 hours
volunteered by more than
1,200 associates at 230
company-sponsored events



More than
\$27.5 million
donated to nonprofit
organizations



39 JM Family leaders
served on nonprofit
boards of directors



Community Impact



United Way Campaign

A record-breaking campaign across four locations!

\$640,110 raised

by our associates in Alpharetta, Jacksonville, Mobile and South Florida to support United Way.



African-American Achievers

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

Each Achiever received a **\$10,000 contribution** to the charity of his/her choice. In addition, a Youth Achiever was recognized and awarded a needs-based, four-year scholarship to Florida State University.



SPRING *INTO* GIVING

\$79,069

by associates to support
our six food bank partners



More than
778 associates
volunteered **5,806 hours**
through our paid volunteer
time off program



ASSOCIATES
HELPING
ASSOCIATES
JM FAMILY ENTERPRISES, INC.

\$170,000 in immediate financial
assistance provided to **87 associates**
who faced hardship, including the loss of an
immediate family member, or damage to
their home by natural or man-made disasters



Donated nearly **\$277,900**
to provide assistance following national
disasters in 2019, including:

- **\$500,000** collaborative combined contribution to American Red Cross between JM Family and Southeast Toyota (\$150,000), along with Toyota Motor North America and Gulf States Toyota.
- **\$127,900** combined corporate and associate donations to support relief and recovery efforts for Hurricane Dorian.

Environmental Action



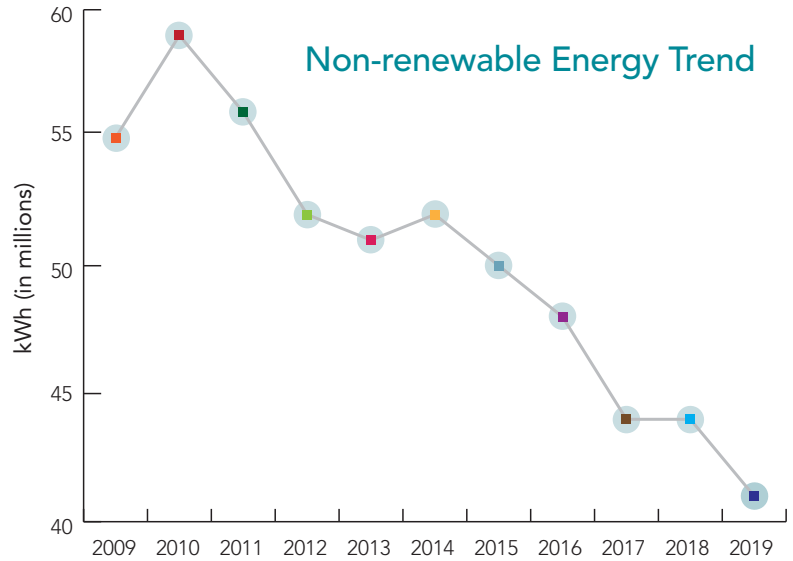
We believe that giving back to the communities where our associates live and work is tightly connected to conducting business with consideration for the environment.

Together this demonstrates our long-held beliefs that doing the right thing not only feels good, but simply makes good business sense.



Energy Conservation


In 2019, we consumed approximately 41.8 million kilowatt-hours (kWh) of non-renewable energy, which is a 7% reduction from 2018 due largely in part to the divestment of properties including the JM Lexus pre-owned facility.



Solar Portfolio

JM Family currently operates seven roof-top solar arrays: three at the Deerfield Beach, Fla. headquarters, two at JM Lexus in Margate, Fla. and two at DataScan in Alpharetta, Ga.

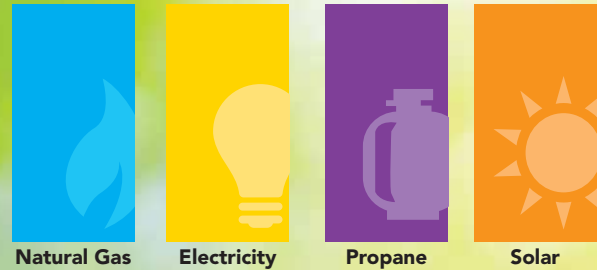
In 2019, our solar arrays produced 749,506 kWh of clean, renewable energy. Consuming the same amount of electricity from non-renewable means would emit 355 metric tons of carbon dioxide equivalents (mtCO₂e), which is comparable to emissions from:


 Burning
39,946 gallons
 of gasoline


 Consuming
822 barrels
 of oil


 Electricity use of
41 homes
 for one year

2019 Energy Mix





Water Conservation



Irrigation

32,125,182
Gallons

↓ 13%



Water used by associates 

14,080,822
Gallons

↓ 11%



Water used by cars

17,615,834
Gallons

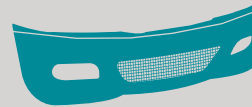
↓ 25%

Waste Reduction and Recycling



Diverted **71%**
of our total waste via
recycling and waste to energy

*More than 7.1 million pounds recycled
that earned over \$600,000 in rebates!*



Plastics
310,300



Wooden Pallets
1,752,523



Metal
2,641,785



Paper
665,233



Cardboard
1,320,589



Tires
340,893



Aluminum, Glass and Plastic
Beverage Containers
115,940



Food Waste
1,698



Windshield Glass
15,113



Cooking Oil
1,109

Miscellaneous
Waste Recycled
1,600



Building Our Future

Deerfield Beach, Fla.

The \$150 million project will feature three new office buildings with multi-function spaces to support collaboration, flexibility and innovation among our associates. The pedestrian-friendly, state-of-the-art campus will also include green spaces, a two-story dining facility and a 55,000-square-foot Welcome Center with exciting new amenities.





Commerce, Ga.

Southeast Toyota Distributors is building a new \$90 million facility with six buildings totaling 330,000 square feet in Jackson County, across the street from where it currently processes 140,000 vehicles annually for distribution to Toyota dealers.

The facility is estimated to be completed in May 2020 and incorporates associate feedback for an improved work environment with enhancements to comfort, productivity and efficiency.





Our Family of Companies:



#JMFamilImpact

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