

To Whom It May Concern,

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Insource Co., Ltd.

Representative Director and CEO

Takayuki Funahashi

(Code number: 6200, The First Section of the Tokyo Stock Exchange)

### KPI (Key Performance Indicators) Progress Report for February, 2021

**“The number of attendees at Open Seminars has recovered to the same level of the previous year (106.3% YOY), and the number of rental viewers has grown (total number recording 2,011 since the beginning of the term)”**

Insource today announced KPI (Key Performance Indicators) Progress Report for February, 2021.

#### 1. Training Business

The number of On-Site Training conducted in February, 2021 was 979 times (86.3% YOY) among which 633 times were conducted online (composition ratio: 64.7%). While the impact caused by the declaration of state of the emergency can be seen in the decreasing number of training conducted at government and public administrations, the number of online trainings conducted at private companies has increased significantly. In addition, the number of DX-related trainings conducted has risen.

Also, the number of attendees at Open Seminars was 6,480 (106.3% YOY) among which 5,698 attended online (composition ratio: 87.9%). As for Open Seminars, the majority of attendees were from private companies, having resulted in less impact caused by the state of the emergency, and the number of attendees recovered to the level of the same month of the previous year.

#### (1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2019	FY2020				
	September	October	November	December	January	February
Number of trainings conducted (YOY)	1,153 (82.8%)	1,506 (94.5%)	1,528 (86.7%)	1,213 (108.9%)	743 (71.2%)	979 (86.3%)
Conducted online (composition ratio)	451 (39.1%)	503 (33.4%)	598 (39.1%)	466 (38.4%)	440 (59.2%)	633 (64.7%)
DX-related trainings*	38	64	46	39	34	53

\*Consolidated subsidiaries are included \*DX-related trainings: IT and computer skills trainings

#### (2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2019	FY2020				
	September	October	November	December	January	February
Number of attendees (YOY)	5,504 (73.1%)	7,207 (107.8%)	7,503 (101.0%)	7,401 (105.5%)	5,251 (93.1%)	6,480 (106.3%)
Conducted online (composition ratio)	3,458 (62.8%)	4,446 (61.7%)	4,811 (64.1%)	5,134 (69.4%)	4,443 (84.6%)	5,698 (87.9%)
DX-related trainings	187	265	237	293	157	278

\*Consolidated subsidiaries are included.

**(3) WEBinsource: Total number of subscribers (organizations)**

(Unit: organizations)

	FY2019	FY2020				
	September	October	November	December	January	February
Total	13,492	13,636	13,828	14,005	14,171	14,349
(changes from end of FY19)	(+2,157)	(+144)	(+336)	(+513)	(+679)	(+857)
(rate of change: %)	(+119.0%)	(+101.0%)	(+102.5%)	(+103.8%)	(+105.0%)	(+106.4%)

\*Figures above are calculated at the end of each month.

**2. IT Services**

The number of paid subscribers for Leaf (HR support system) reached 326 (+4 MOM) organizations, and the number of its users increased to 1,484,000 (+15,889 MOM). Also, the total number of orders received for Stress Check Support Service increased to 154 since the beginning of the term (+48 YOY).

**(4) “Leaf (HR support system)”: Total number of paid subscribers (organizations)**

(Unit: organizations)

	FY2019	FY2020				
	End of September	End of October	End of November	End of December	End of January	End of February
HR support system, “Leaf” (Full-service)	248	263	279	298	322	326
(MOM)	(+11)	(+15)	(+16)	(+19)	(+24)	(+4)
(changes from end of FY19)	(+86)	(+15)	(+31)	(+50)	(+74)	(+78)
No. of users	1,273,755	1,331,626	1,364,444	1,431,542	1,468,651	1,484,540
No. of customization	25	6	5	7	6	18
*total no. since the beginning of the term	58	6	11	18	24	42
Web conversion service for appraisal forms	93	95	96	98	99	103
(MOM)	(+12)	(+2)	(+1)	(+2)	(+1)	(+4)

\* The number of customization shows the number of organizations which add their own functions when implementing Leaf.

**(5) Stress Check Support Service: Number of new orders, deliveries and orders to be delivered  
Number of new orders and status of progress**

(Unit: organizations)

	FY2019	FY2020					
	September	October	November	December	January	February	March (estimate)
No. of orders received	34	48	38	31	13	9	-
(YOY)	(-8)	(+13)	(+15)	(+14)	(-7)	(-5)	-
No. of orders delivered (by month)*	38	8	6	42	44	54	131
Cumulative No. of orders delivered since the beginning of the term*	282	8	14	56	100	154	285
(YOY)	(+66)	(+3)	(+3)	(+18)	(+33)	(+48)	(+60)
No. of orders to be delivered*(as of end of month)	151	191	223	212	181	136	-

\*Note that after clients’ inspection, the actual sales will be counted.

\*This service has the highest number of deliveries in March every year.

### 3. Other Businesses

The number of video contents sold was 98 (total since the beginning of the term: 496), and the number of rental viewers was 624 (total since the beginning of the term: 2,011), and the number of e-Learning (STUDIO) IDs increased to 43,347 IDs (+34 IDs MOM).

#### (6) “STUDIO (e-learning)” and Videos: Total numbers of subscription IDs per month and the number of contents sold

(Unit: IDs) (Unit: Contents)

	FY2019	FY2020				
	September	October	November	December	January	February
No. of video contents sold *by month	29	168	80	75	75	98
Cumulative No. since the beginning of the term	59	168	248	323	398	496
No. of rental viewers *by month	98	234	535	323	295	624
Cumulative No. of rental viewers since the beginning of the term	102	234	769	1,092	1,387	2,011
STUDIO (e-Learning)	19,651	31,762	40,077	42,488	43,313	43,347
(MOM)	(-3,166)	(+12,111)	(+8,315)	(+2,411)	(+825)	(+34)

\*No. of video contents sold: The total number of e-Learning purchased (buying-out) and video production.

\*No. of rental viewers: The figure shows the number of viewers who used the 1-week rental plan of e-Learning. We have calculated the numbers since the end of August, 2020 (Calculation takes place at the end of every month).

We will keep expanding our businesses in order to adapt to changes in the social environment by offering a wide variety of services such as IT, e-learning and videos.

The preliminary figures above may differ from the upcoming financial statements. This information is created with utmost caution, but we do not fully guarantee the accuracy.

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