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To Whom It May Concern,

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Insource Co., Ltd.

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(Code number: 6200, Prime Market of the Tokyo Stock Exchange)

**KPI (Key Performance Indicators) Progress Report for August, 2022**

 -Times of On-Site training conducted (130.4% YoY)/ Attendees at Open Seminars (129.4% YoY),  
 Attendees at DX training (162.5% YoY), reaching record high

Insource today announced KPI (Key Performance Indicators) Progress Report for August, 2022.

### 1. Training Business

In August 2022, the number of On-Site Training conducted was 1,286 times (130.4% YoY), of which online training was 549 times (composition ratio:42.7%). The number of attendees at Open Seminars was 9,330 (129.4% YoY), of which online attendees were 7,635 (composition ratio:81.8%). The number of attendees at Open Seminars for DX-related training has increased significantly by 162.5% YoY, reaching a record high. Although there were 55 cases of postponement or cancellation of On-Site Trainings due to the impact of the 7th wave of COVID-19, the impact is minor compared to the 6th wave.

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

(Unit: time)

	FY21					
	March	April	May	June	July	August
Number of trainings conducted	868	1,937	1,155	1,525	1,612	1,286
(YoY)	(▲25)	(+195)	(+290)	(+321)	(+248)	(+300)
	(97.2%)	(111.2%)	(133.5%)	(126.7%)	(118.2%)	(130.4%)
Conducted online	473	538	385	467	609	549
(YoY)	(▲43)	(▲91)	(▲106)	(▲170)	(▲42)	(▲38)
(Composition ratio)	(54.5%)	(27.8%)	(33.3%)	(30.6%)	(37.8%)	(42.7%)
DX-related trainings※	64	107	68	91	113	85
(YoY)	(+20)	(+21)	(+24)	(+30)	(+52)	(+32)

\*Consolidated subsidiaries are included

\*DX-related trainings: IT and computer skills trainings. The figures before June have been changed due to a change in the counting method.

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

(Unit: attendee)

	FY21					
	March	April	May	June	July	August
Number of attendees	8,170	10,817	6,864	8,887	8,828	9,330
(YoY)	(+1,451)	(+984)	(+1,775)	(+1,768)	(+1,744)	(+2,119)
	(121.6%)	(110.0%)	(134.9%)	(124.8%)	(124.6%)	(129.4%)
Conducted online	7,442	7,113	5,760	7,113	7,188	7,635
(YoY)	(+2,632)	(+579)	(+1,474)	(+1,155)	(+1,125)	(+1,365)
(Composition ratio)	(91.1%)	(65.9%)	(83.9%)	(80.0%)	(81.4%)	(81.8%)
DX-related trainings	1,065	1,256	706	914	859	1,422
(YoY)	(+445)	(+312)	(+222)	(+217)	(+346)	(+547)

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 510 (+6 MoM) organizations and the number of its users increased to 2,098,230 (+18,861 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 409 since the beginning of the fiscal year (+102 YoY).

### (1) “Leaf (HR support system)”: Total number of paid subscribers (organizations)

(Unit: organization) (Unit: Users)

	FY21					
	March	April	May	June	July	August
No. of paid subscribers(organizations)	470	482	488	498	504	510
(MoM)	(+20)	(+12)	(+6)	(+10)	(+6)	(+6)
(Changes from end of previous FY)	(+58)	(+70)	(+76)	(+86)	(+92)	(+98)
No. of users	1,932,964	1,978,112	1,993,127	2,040,239	2,079,369	2,098,230
No. of customization	92	101	107	110	118	126
Total no. since the beginning of FY						
Web conversion service for appraisal forms	151	152	154	155	156	157
(MoM)	(+15)	(+1)	(+2)	(+1)	(+1)	(+1)

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

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

### (2) Stress Check Support Service: Number of orders delivered and orders to be delivered

(Unit: organization)

	FY21					
	March	April	May	June	July	August
No. of orders delivered (by month)	151	7	9	2	4	7
Cumulative no. of orders delivered since the beginning of FY	380	387	396	398	402	409
(YoY)	(+93)	(+95)	(+98)	(+98)	(+100)	(+102)
No. of orders to be delivered (by month)	19	25	43	98	154	199
(YoY)	(+5)	(+3)	(+3)	(+13)	(+14)	(+12)

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

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

\*The number of new orders received is difficult to correlate with sales, so it will be changed to only the number of orders delivered and the number of orders remaining from October 2021.

### **3. e-Learning/video Business**

Regarding profitable contents (outright purchases) of e-learning and video, contents about harassment prevention or diversity & inclusion sold very well regardless of the corporate size. Rental users increased largely for harassment prevention and others for different levels.

#### **(1) e-learning/Videos: Total numbers of subscription IDs per month and the number of contents sold**

(Unit: ID) (Unit: Content) (Unit: Users)

	FY21					
	March	April	May	June	July	August
No. of video contents sold (Outright purchase) *By month (YoY)	552 (227.2%)	221 (81.3%)	68 (87.2%)	96 (139.1%)	104 (182.5%)	108 (127.1%)
No. of rental viewers *by month (YoY)	1,177 (119.5%)	1,137 (194.7%)	543 (62.9%)	1,904 (661.1%)	1,246 (449.8%)	611 (106.4%)
STUDIO (e-Learning) users (MoM)	61,115 (+324)	62,823 (+1,708)	64,370 (+1,547)	66,652 (+2,282)	68,162 (+1,510)	69,076 (+914)

\*Calculation takes place at the end of every month.

\*The number of outright purchases is calculated from October 2021.

### **4. Client Base**

The total number of registered WEBinsource clients increased to 18,465 organizations (+248 MoM). We achieved our goal of 2,400 new registrations for this fiscal year and continue to acquire new registrations.

#### **(1) WEBinsource: Total number of subscribers (organizations)**

(Unit: organization)

	FY21					
	March	April	May	June	July	August
No. of new subscribers	276	224	230	296	246	248
No. of accumulated subscribers (Progression rate : %)	17,221 (59.3%)	17,445 (68.6%)	17,675 (78.2%)	17,971 (90.5%)	18,217 (100.8%)	18,465 (111.1%)

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

### **5. Contents Development**

The number of new contents developed was 20 for training (On-Site training) and 16 for e-learning. We have set a target of 300 for training and 210 for e-learning for FY21, and we are taking steady steps toward the target.

#### **(1) Number of new contents developed**

(Unit : pcs)

	FY21					
	March	April	May	June	July	August
No. of new contents for On-Site training	31	31	28	37	28	20
since the beginning of FY (Progression rate : %)	162 (54.0%)	193 (64.3%)	221 (73.7%)	258 (86.0%)	286 (95.3%)	306 (102.0%)
No. of new contents for e-learning	17	16	16	16	16	16
since the beginning of FY (Progression rate : %)	114 (54.3%)	130 (61.9%)	146 (69.5%)	162 (77.1%)	178 (84.8%)	194 (92.4%)

◇New training contents released in August (20 pcs)

Marketing	3	For new and young employees	3
Training on web writing to impress with high quality content		Step-up trainings for 1st, 2nd, and 3rd years of young employees	
Facilitation	2	For Veterans	3
Facilitation skills improvement workshops		Appropriate consideration to other people to enhance your reliability	
Communication	2	For managerial positions	1
How to enhance team communication under remote working condition		How to take consistent action to prevent turnover	
OA/IT Skills	1	Management	1
How to use Teams		Penetrate the business philosophy into actual working place	
Harassment Prevention	1	Career	1
Improve the workplace environment by considering in-house cases of harassment		Consider women's career design through short films	
Compliance	1	For Training Instructors	1
For PR staff how to prevent the flames caused by inappropriate expressions		The theory and practical skills	
Thinking Skills	1		
Flexible thinking skills with multiple perspectives			

◇New videos released in August (16 pcs)

Risk Management and Compliance	3	Health Care and Labor Management	2
Basic knowledge of contracts about intercompany transactions		Enhance employee engagement through well-being	
Sales	2	HR and Recruiting	2
Understand customers and provide useful information to improve the relationship		How to proceed first-time HR recruitment	
CS, Hospitality, Complaint Handling	1	Management	1
How to respond to chat		Motivation management theory and psychology	
Planning & Creativity	1	Leadership and Decision-Making Skills	1
Develop new ideas to break through adverse situation		Draw out the strengths of subordinates through team management	
DX and Data Utilization	1	Time Management / Productivity Improvement	1
IT literacy course		How to improve productivity by multitasking	
Career	1		
Update your organization and yourself through "Learning and Unlearning"			

(For reference) KPI (Key Performance Indicators) and Performance Correspondence Chart

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none"><li>▪ Times of On-Site trainings conducted (Composition ratio of sales in FY20: 50.6%)</li><li>▪ Attendees at Open Seminars (24.4%)</li><li>▪ Organizations and users of Leaf (13.6%)</li><li>▪ Number of e-learning and videos sold (11.4%)</li></ul>
Several months to 6 months	<ul style="list-style-type: none"><li>▪ Number of registered WEBinsource clients</li></ul> WEBinsource is our entry level product for new customers, who are potential to purchase a variety of our services. The number of new registrations is an indicator of sales activity and a leading performance indicator for the next few months to six months.
6 months to 2 or 3 years	<ul style="list-style-type: none"><li>▪ Number of new contents developed</li></ul> The increase in the number of trainings and e-learning videos and other contents developed will contribute to long-term growth of the company. It does not realize significant sales immediately, but rather contributes to business performance six months to two or three years afterwards.

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 online training, IT and e-Learning and videos.

◇For Excel data of latest KPI , download from <https://www.insource.co.jp/en/ir/insmthdata.html>

※Available from September 1 at 20:00 JST

\*Microsoft, Excel, Word, Windows, Teams is a trademark or registered trademark of Microsoft Corporation in the United States and other countries.

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

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