November 2, 2026

To Whom It May Concern,

Insource Co., Ltd.
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Representative Director, President and CEO
(Code number: 6200, Prime Market of the Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report for October 2026

- No. of On-Site Training sessions conducted (97.3% YoY), No. of attendees at Open Seminars (97.8% YoY)
No. of attendees at DX-related Open Seminars (92.0% YoY), No. of "Leaf" active users (107.9% YoY) -

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for October 2026.

1. On-Site Training Business

The number of On-Site Training sessions conducted was 2,647 times (97.3% YoY). Of this, the number of training sessions conducted for private sectors was 1,588 (98.0% YoY), and that of DX-related training sessions conducted was 233 times (102.6% YoY).

In October, while the number of training sessions conducted on lower-priced topics that are difficult to differentiate, such as communication and customer service etiquette, declined year on year, level-specific education, a core business area, exceeded the same month of the previous year across all levels, from managers to junior employees, particularly in programs for mid-career employees and new hires. In addition, AI utilization training within the DX-related training category set a new record for the number of sessions conducted for the second consecutive month, following September.

■Monthly no. of On-Site Training conducted

(Unit: time)

	FY25					FY26
	May	June	July	August	September	October
No. of conducted training	1,786	2,232	2,498	1,782	2,251	2,647
(YoY)	(100.7%)	(108.9%)	(103.5%)	(100.4%)	(92.4%)	(97.3%)
Private sector*	1,068	1,427	1,556	1,020	1,443	1,588
(YoY)	(102.0%)	(109.9%)	(105.4%)	(100.4%)	(93.7%)	(98.0%)
Public sector and government agencies*	718	805	942	762	808	1,059
(YoY)	(98.8%)	(107.2%)	(100.5%)	(100.4%)	(90.1%)	(96.3%)
DX-related training*	203	298	277	196	189	233
(YoY)	(115.3%)	(161.1%)	(120.4%)	(116.0%)	(92.6%)	(102.6%)
Conducted online	228	393	452	286	387	417
(Composition ratio)	(12.8%)	(17.6%)	(18.1%)	(16.0%)	(17.2%)	(15.8%)

* Consolidated subsidiaries are included.

2. Open Seminars Business

The number of attendees at Open Seminars was 13,706 (97.8% YoY) and the number of attendees for DX-related training was 1,752 (92.0% YoY).

In October, while the number of attendees in training programs on management and communication with subordinates declined year on year, participation increased in areas such as OA/IT skills, business process improvement, thinking skills, and time management, reflecting growing interest in improving operational efficiency and productivity.

In November, the Company aims to recover the number of attendees by promoting training programs for managers through the "Skill Development Campaign for Newly Appointed and Promoted Employees" and encouraging participation in generative AI training through the "Autumn/Winter Generative AI Campaign," following a similar campaign held in summer.

■Monthly no. of attendees at Open Seminars (Unit: attendee)

	FY25					FY26
	May	June	July	August	September	October
No. of attendees	9,997	14,519	15,486	12,886	14,824	13,706
(YoY)	(96.5%)	(94.4%)	(94.4%)	(97.7%)	(99.3%)	(97.8%)
DX-related training*	1,446	2,257	2,453	2,011	2,454	1,752
(YoY)	(109.5%)	(108.2%)	(97.7%)	(104.8%)	(120.8%)	(92.0%)
Conducted online	5,658	8,885	9,448	8,027	9,270	7,267
(Composition ratio)	(56.6%)	(61.2%)	(61.0%)	(62.3%)	(62.5%)	(53.0%)

*Consolidated subsidiaries are included.

3. Client Base

The number of WEBinsource acquisitions in October was 154. The number of new WEBinsource registrations directly contributes to sales growth in Open Seminars. The acquisition of one WEBinsource registration in FY25 had the effect of increasing revenue by 198 thousand yen in the Open Seminars Business.

■WEBinsource: Total no. of subscribers (organizations) (Unit: organization)

	FY25					FY26
	May	June	July	August	September	October
No. of new subscribers*	201	279	236	225	169	154
No. of accumulated subscribers	28,805	29,084	29,320	29,545	29,714	29,868
(YoY * change in new subscribers)	(85.5%)	(117.7%)	(99.2%)	(119.7%)	(84.9%)	(76.6%)

*Calculation takes place at the end of every month.

4. IT Services Business

The number of paid users for Leaf (HR support system) reached 941 organizations (108.8% YoY) and the number of its active users increased to 5,541,176 (107.9% YoY).

(1) "Leaf (HR support system)": No. of paid Leaf users (organization), no. of active users, no. of "Leaf" customizations

(Unit: organization)

	FY25					FY26
	End of May	End of Jun.	End of Jul.	End of Aug.	End of Sep.	End of Oct.
No. of paid Leaf users (organizations)	912	919	923	928	936	941
(YoY)	(110.1%)	(110.2%)	(110.7%)	(109.8%)	(108.8%)	(108.8%)
No. of active users	5,381,140	5,469,891	5,484,835	5,494,543	5,523,098	5,541,176
(YoY)	(118.5%)	(119.3%)	(113.6%)	(110.1%)	(110.1%)	(107.9%)

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

5. e-Learning/video Business

The number of video content sales (outright purchases) (preliminary) was 89 (53.6% YoY), and that of video production and customization projects was 47 (104.4% YoY). The number of video rental viewers was 3,158 (160.3% YoY).

In October, demand increased for customized video production and "Easy Order," a service that allows simple customizations to existing training materials. Examples of customization include incorporating industry-specific cases into animated videos for customer harassment prevention training, and integrating organization-specific know-how and operational rules into training materials on the use of generative AI and digital tools. The use of practical e-Learning programs that add customized content to standard training materials is becoming increasingly widespread.

■e-Learning/videos: No. of video content sales, no. of video productions, no. of rental viewers, no. of STUDIO subscription users (IDs)

	FY25					FY26
	May	June	July	August	September	October
No. of video content sales (Outright purchase)* by month	74	114	177	146	273	89
(YoY)	(59.2%)	(115.2%)	(123.8%)	(113.2%)	(100.0%)	(53.6%)
No. of video production and customization projects* by month	18	38	38	41	44	47
(YoY)	(72.0%)	(152.0%)	(102.7%)	(93.2%)	(112.8%)	(104.4%)
No. of rental viewers* by month	2,900	2,347	2,759	2,527	2,574	3,158
(YoY)	(211.7%)	(106.1%)	(127.5%)	(132.7%)	(124.0%)	(160.3%)
STUDIO (e-Learning) users* by month	105,834	105,770	105,215	108,177	108,226	108,389
(MoM)	(+583)	(-64)	(-555)	(+2,962)	(+49)	(+163)

*Calculation takes place at the end of every month.

6. Inquiries

The number of inquiries remained strong at 618 (113.4% YoY).

In October, inquiries regarding measures to prevent customer harassment increased in response to legislative amendments. In addition to consultations on new employee training for the next fiscal year, requests for training cost estimates to secure budgets for the following fiscal year increased from government organizations, particularly local governments.

■No. of Inquiries

	FY25					FY26
	May	June	July	August	September	October
No. of inquiries	517	654	692	595	593	618
YoY	(92.8%)	(120.2%)	(126.3%)	(127.7%)	(114.3%)	(113.4%)
Since the beginning of FY	4,162	4,816	5,508	6,103	6,696	618

*Inquiries refer to those that lead to increased sales, such as business negotiations, visits, proposals, quotations, sending materials, and system demonstrations, which are received via Web inquiry forms, e-mails, and telephone calls.

7. Contents Development

We developed 28 new training programs for On-Site Training and released 30 video/e-Learning titles.

In October, in response to growing demand for training on developing subordinates, the Company expanded its training programs to broaden the scope of AI utilization from improving individual work efficiency to management and human resource development. In addition, the Company produced two video courses on liver disease and anemia as part of its "Health SOS Series," which focuses on health management.

■No. of new content developed

(Unit: titles)

	FY25					FY26
	May	June	July	August	September	October
No. of new content developed for On-Site Training	29	26	34	31	32	28
since the beginning of FY	240	266	300	331	363	28
(Progress rate: %)	(66.7%)	(73.9%)	(83.3%)	(91.9%)	(100.8%)	(7.8%)
Of which, no. of digital skills	8	6	8	14	9	5
since the beginning of FY	57	63	71	85	94	5
No. of new content developed for e-Learning	18	24	21	38	20	30
since the beginning of FY	157	181	202	240	260	30
(Progress rate: %)	(62.8%)	(72.4%)	(80.8%)	(96.0%)	(104.0%)	(12.0%)

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

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

Performance	Related KPIs
Monthly performance	・Number of On-Site Training conducted (Composition ratio of sales in FY25: 48.4%) ・Number of Attendees at Open Seminars (Same as above: 24.7%) ・Number of Organizations and Users of Leaf (Same as above: 12.9%)
1 month to 3months	・Number of inquiries Negotiations, visits, proposals, quotes, sending materials, confirming prices, purchasing or adding Smart Packs, and requests for system demonstrations are all factors in the client's decision to use our services. This is a leading performance indicator for three months from the current month.
In several months to 6 months	・Number of registered WEBinsource clients WEBinsource is our entry level product for new customers, who have the 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 SMBs for the next few months to six months.
In 6 months to 2 or 3 years	・Number of new content developed An increase in the number of content developments, such as training, e-Learning, and videos, 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.

Based on our classification of private-sector client segments by the size of their employees, we conduct sales activities.

- Large Enterprise (LE): Large and Second-tier companies (2,000 or more employees)
- Medium Market Business (MM): Medium-sized companies (300-1,999 employees)
- Small Medium Business (SMB): Medium-sized companies and Small and growing companies (299 or fewer employees)

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 November 2, 2026 at 20:00 JST

*Microsoft, Excel, Word, Windows, Teams are 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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