

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 January, 2021
“The number of Leaf’s subscribers increased by 24 organizations MOM,
and the number of Video sales was 75 contents
(the total number of video contents sold reached 398 since the beginning of the term)”

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

■ Impact of the State of Emergency Declared on January 8 on the Training Businesses

Due to the effect of self-restraint requests due to the declaration of the state of emergency, the number of On-Site Training conducted was 743 times (71.2% YOY), among which 440 times was conducted online (composition ratio: 59.2%). As for Open Seminars, the number of attendees was 5,251 (93.1% YOY), and 4,443 attendees took online (composition ratio: 84.6%). The number of trainings conducted and the number of attendees were at the level assumed in the Financial Forecast announced on January 25, 2021.

Additionally, at the time of the first state of emergency issued on April 7, 2020, the sales of training businesses were cut in half in April last year, but thanks to the growth of online trainings, the sales in January 2021, remained at only 20% lower level.

■ IT Services and Other Businesses

The number of paid subscribers for LMS “Leaf” (HR support system) and the number of subscription IDs for STUDIO (e-Learning) continued increasing. The number of paid subscribers for LMS “Leaf” was 322 organizations (+ 24 MOM) and the number of subscription IDs per month for STUDIO (e-Learning) was 43,313 IDs (+825 IDs MOM).

1. Training Business

The number of On-Site Training conducted in January, 2021 was 743 times (71.2% YOY) among which 440 times were conducted online (composition ratio: 59.2%). Also, the number of attendees at Open Seminars was 5,251 (93.1% YOY) among which 4,443 attended online (composition ratio: 84.6%).

(1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2019		FY2020			
	August	September	October	November	December	January
Number of trainings conducted (YOY)	877 (77.4%)	1,153 (82.8%)	1,506 (94.5%)	1,528 (86.7%)	1,213 (108.9%)	743 (71.2%)
Conducted online (composition ratio)	346 (39.5%)	451 (39.1%)	503 (33.4%)	598 (39.1%)	466 (38.4%)	440 (59.2%)
DX-related trainings*	38	38	64	46	39	34

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2019		FY2020			
	August	September	October	November	December	January
Number of attendees (YOY)	3,881 (57.3%)	5,504 (73.1%)	7,207 (107.8%)	7,503 (101.0%)	7,401 (105.5%)	5,251 (93.1%)
Conducted online (composition ratio)	2,059 (53.1%)	3,458 (62.8%)	4,446 (61.7%)	4,811 (64.1%)	5,134 (69.4%)	4,443 (84.6%)
DX-related trainings*	164	187	265	237	293	157

*Consolidated subsidiaries are included.

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

(Unit: organizations)

	FY2019		FY2020			
	August	September	October	November	December	January
Total	13,340	13,492	13,636	13,828	14,005	14,171
(changes from end of FY19)	(+2,005)	(+2,157)	(+144)	(+336)	(+513)	(+679)
(rate of change: %)	(+117.7%)	(+119.0%)	(+101.0%)	(+102.5%)	(+103.8%)	(+105.0%)

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

2. IT Services

The number of paid subscribers for Leaf (HR support system) reached 322 (+24 MOM) organizations, and the number of its users increased to 1,468,000 (+37,000 MOM). Also, the total number of orders received for Stress Check Support Service increased to 86 since the beginning of the term (+19 YOY).

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

(Unit: organizations)

	FY2019		FY2020			
	End of August	End of September	End of October	End of November	End of December	End of January
HR support system, “Leaf” (Full-service)	237	248	263	279	298	322
(MOM)	(+11)	(+11)	(+15)	(+16)	(+19)	(+24)
(changes from end of FY19)	(+75)	(+86)	(+15)	(+31)	(+50)	(+74)
(No. of customization*)	10	25	6	5	7	6
(No. of users)	1,261,715	1,273,755	1,331,626	1,364,444	1,431,542	1,468,651
Web conversion service for appraisal forms	81	93	95	96	98	99
(MOM)	(+2)	(+12)	(+2)	(+1)	(+2)	(+1)

* 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				
	August	September	October	November	December	January	February (Estimate)
No. of orders received (YOY)	48 (+8)	34 (-8)	48 (+13)	38 (+15)	31 (+14)	9 (-11)	- -
No. of orders delivered (by month)* Cumulative No. of orders delivered since the beginning of the term* (YOY)	2 244 (+53)	38 282 (+66)	8 8 (+3)	6 14 (+3)	42 56 (+18)	30 86 (+19)	16 102 (-4)
No. of orders to be delivered*(as of end of month)	155	151	191	223	212	191	-

*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 e-Learning (STUDIO) IDs increased to 43,313 IDs (+825 IDs MOM), and the number of video contents sold was 75 (total since the beginning of the term: 398), and the number of rental viewers was 295 (total since the beginning of the term: 1,387).

**(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			
	August	September	October	November	December	January
STUDIO (e-Learning) (MOM)	22,817 (-895)	19,651 (-3,166)	31,762 (+12,111)	40,077 (+8,315)	42,488 (+2,411)	43,313 (+825)
No. of video contents sold Cumulative No. since the beginning of the term	7 30	29 59	168 168	80 248	75 323	75 398
No. of rental viewers* Cumulative No. of rental viewers since the beginning of the term	4 4	98 102	234 234	535 769	323 1,092	295 1,387

*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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