

May 6, 2021

To Whom It May Concern,

Disclaimer: This document is a translation of the Japanese original for reference purposes only.

Insource Co., Ltd.

Takayuki Funahashi

Representative Director, President and CEO

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

KPI (Key Performance Indicators) Progress Report for April, 2021
“The number of On-Site Training conducted increased 2.4 times YOY and attendees at Open Seminars increased 1.8 times YOY, both increased significantly”

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

1. Training Business

The number of On-Site Training conducted in April, 2021 was 1,739 times (247.4% YOY and 109.2% compared to two years ago when no impact of coronavirus crisis was seen), and 626 times were conducted online (composition ratio: 36.0%).

Also, the number of attendees at Open Seminars was 9,833 (182.2% YOY and 120.3% compared to two years ago) among which 6,554 attended online (composition ratio: 66.7%).

April is the month with the highest number of training conducted such as training for new employees, and demand for training has recovered significantly.

(1) Monthly number of On-Site Training conducted

(Unit: times)

| | FY2020 | | | | | |
|-------------------------------|----------|----------|---------|----------|----------|----------|
| | November | December | January | February | March | April |
| Number of trainings conducted | 1,528 | 1,213 | 743 | 977 | 889 | 1,739 |
| (YOY) | (86.7%) | (108.9%) | (71.2%) | (86.1%) | (294.4%) | (247.4%) |
| (changes from two years ago) | (99.1%) | (126.1%) | (78.1%) | (89.5%) | (121.0%) | (109.2%) |
| Conducted online | 598 | 466 | 439 | 635 | 515 | 626 |
| (composition ratio) | (39.1%) | (38.4%) | (59.1%) | (65.0%) | (57.9%) | (36.0%) |
| DX-related trainings | 46 | 39 | 34 | 53 | 46 | 74 |

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

| | FY2020 | | | | | |
|------------------------------|----------|----------|----------|----------|----------|----------|
| | November | December | January | February | March | April |
| Number of attendees | 7,503 | 7,401 | 5,251 | 6,480 | 6,719 | 9,833 |
| (YOY) | (101.0%) | (105.5%) | (93.1%) | (106.3%) | (339.5%) | (182.2%) |
| (changes from two years ago) | (122.0%) | (162.1%) | (125.9%) | (120.8%) | (121.1%) | (120.3%) |
| Conducted online | 4,811 | 5,134 | 4,443 | 4,810 | 4,810 | 6,554 |
| (composition ratio) | (64.1%) | (69.4%) | (84.6%) | (71.6%) | (70.4%) | (66.7%) |
| DX-related trainings | 592 | 571 | 329 | 459 | 620 | 944 |

*Consolidated subsidiaries are included.

2. IT Services

The number of paid subscribers for Leaf (HR support system) reached 351 (+18 MOM) organizations, and the number of its users increased to 1,563,224 (+64,272 MOM), reaching 1.5 million users. Also, the total number of orders received for Stress Check Support Service increased to 289 (+58 MOM).

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

(Unit: organizations)

| | FY2020 | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| | November | December | January | February | March | April |
| HR support system, “Leaf” (Full-service) | 279 | 298 | 322 | 326 | 333 | 351 |
| (MOM) | (+16) | (+19) | (+24) | (+4) | (+7) | (+18) |
| (changes from end of FY19) | (+31) | (+50) | (+74) | (+78) | (+85) | (+103) |
| No. of users | 1,364,444 | 1,431,542 | 1,468,651 | 1,484,540 | 1,498,952 | 1,563,224 |
| No. of customization | 11 | 18 | 24 | 42 | 68 | 77 |
| *total no. since the beginning of the term | | | | | | |
| Web conversion service for appraisal forms | 96 | 98 | 99 | 103 | 108 | 110 |
| (MOM) | (+1) | (+2) | (+1) | (+4) | (+5) | (+2) |

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

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

(4) Stress Check Support Service: Number of new orders received, delivered and orders to be delivered

(Unit: organizations)

| | FY2020 | | | | | | |
|--|----------|----------|---------|----------|-------|-------|-------------------|
| | November | December | January | February | March | April | May (estimate) |
| No. of orders received | 38 | 31 | 13 | 9 | 11 | 7 | - |
| (YOY) | (+15) | (+14) | (-7) | (-5) | (-6) | (-1) | - |
| No. of orders delivered (by month) | 6 | 42 | 44 | 54 | 133 | 2 | 3 |
| Cumulative No. of orders delivered | 14 | 56 | 100 | 154 | 287 | 289 | 292 |
| *since the beginning of the term | | | | | | | |
| (YOY) | (+3) | (+18) | (+33) | (+48) | (+62) | (+58) | (+56) |
| No. of orders to be delivered (as of end of month) | 223 | 212 | 181 | 136 | 14 | 19 | - |

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

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

3. e-Learning/video production

The number of video contents sold (Buying-up) was 272 (total since the beginning of the term: 987), and the number of rental viewers was 584 (total since the beginning of the term: 3,552), and the number of e-Learning (STUDIO) IDs increased to 47,884 IDs (+3,370 IDs MOM).

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

(Unit: IDs) (Unit: Contents)

| | FY2020 | | | | | |
|--|----------|----------|---------|----------|----------|----------|
| | November | December | January | February | March | April |
| No. of video contents sold (Buying-up) *by month | 34 | 62 | 80 | 107 | 243 | 272 |
| Cumulative No. since the beginning of the term | 223 | 285 | 365 | 472 | 715 | 987 |
| No. of rental viewers *by month | 534 | 322 | 269 | 624 | 985 | 584 |
| Cumulative No. of rental viewers since the beginning of the term | 768 | 1,090 | 1,359 | 1,983 | 2,968 | 3,552 |
| STUDIO (e-Learning) | 40,077 | 42,488 | 43,313 | 43,347 | 44,514 | 47,884 |
| (MOM) | (+8,315) | (+2,411) | (+825) | (+34) | (+1,167) | (+3,370) |

*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).

4. Client base

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

(Unit: organizations)

| | FY2020 | | | | | |
|----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| | November | December | January | February | March | April |
| Total | 13,828 | 14,005 | 14,171 | 14,349 | 14,612 | 14,763 |
| (changes from end of FY19) | (+336) | (+513) | (+679) | (+857) | (+1,120) | (+1,271) |
| (rate of change: %) | (+102.5%) | (+103.8%) | (+105.0%) | (+106.4%) | (+108.3%) | (+109.4%) |

*Figures above are calculated at the end of each 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.

【Inquiries】 Insource Co., Ltd. <https://www.insource.co.jp/index.html>

(For media interviews /PR/
Service)

CEO Office (PIC: Ando & Ishiwata)

Send an email at
info_ir@insource.co.jp