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To Whom It May Concern,

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Insource Co., Ltd.

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

KPI (Key Performance Indicators) Progress Report for August, 2021
“Attendees at Open Seminars increased by 1.8 times YoY and 106.5% compared to two years ago, and the number of On-Site Training conducted increased by 1.1 times YoY and 87.9% compared to two years ago due to increase of postponements and cancellations”

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

1. Training Business

The number of On-Site Training conducted in August, 2021 was 996 times (113.6% YoY and 87.9% compared to two years ago when no impact of coronavirus crisis was seen), and 589 times were conducted online (composition ratio: 59.1%). In August, due to the spread of the 5th coronavirus wave, the number of postponements and cancellations of trainings has been increasing in areas where the state of emergency has been declared, resulting in a decrease in the number of trainings conducted.

Also, the number of attendees at Open Seminars was 7,211 (185.8% YoY and 106.5% compared to two years ago) among which 6,270 attended online (composition ratio: 87.0%). The number of attendees in online training has been the highest ever, except for April when we conducted training for new employees.

(1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2020					
	March	April	May	June	July	August
Number of trainings conducted	889	1,749	867	1,205	1,367	996
(YoY)	(294.4%)	(248.8%)	(327.2%)	(221.5%)	(152.4%)	(113.6%)
(changes from two years ago)	(121.0%)	(109.9%)	(79.7%)	(95.0%)	(88.3%)	(87.9%)
Conducted online	515	636	491	637	642	589
(composition ratio)	(57.9%)	(36.4%)	(56.6%)	(52.9%)	(47.0%)	(59.1%)
DX-related trainings	46	74	38	54	62	65

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2020					
	March	April	May	June	July	August
Number of attendees	6,719	9,833	5,089	7,119	7,084	7,211
(YoY)	(339.5%)	(182.2%)	(255.5%)	(245.7%)	(185.8%)	(185.8%)
(changes from two years ago)	(121.1%)	(120.3%)	(107.3%)	(116.3%)	(94.8%)	(106.5%)
Conducted online	4,810	6,554	4,286	5,958	6,063	6,270
(composition ratio)	(71.6%)	(66.7%)	(84.2%)	(83.7%)	(85.6%)	(87.0%)
DX-related trainings	620	944	484	697	513	875

*Consolidated subsidiaries are included.

2. IT Services

The number of paid subscribers for Leaf (HR support system) reached 407 (+3 MoM) organizations, and the number of its users increased to 1,680,364 (+36,649 MoM). Also, the cumulative number of orders delivered for Stress Check Support Service increased to 305 (+61 YoY).

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

(Unit: organizations)

	FY2020					
	March	April	May	June	July	August
HR support system, “Leaf” (Full-service)	333	351	363	375	404	407
(MoM)	(+7)	(+18)	(+12)	(+12)	(+29)	(+3)
(changes from end of FY19)	(+85)	(+103)	(+115)	(+127)	(+156)	(+159)
No. of users	1,498,952	1,563,224	1,599,028	1,614,747	1,643,715	1,680,364
No. of customization	68	77	82	87	98	110
*total no. since the beginning of FY20						
Web conversion service for appraisal forms	108	110	114	116	119	123
(MoM)	(+5)	(+2)	(+4)	(+2)	(+3)	(+4)

*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						
	March	April	May	June	July	August	September (estimate)
No. of orders received	11	13	24	47	57	45	-
(YoY)	(-6)	(+5)	(+15)	(+17)	(-15)	(-3)	-
No. of orders delivered (by month)	133	5	6	2	2	3	10
Cumulative no. of orders delivered	287	292	298	300	302	305	315
*since the beginning of FY20							
(YoY)	(+62)	(+61)	(+62)	(+59)	(+60)	(+61)	(+33)
No. of orders to be delivered (as of end of month)	14	22	40	85	140	182	-

*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 (outright purchase) was 85 (total since the beginning of FY20: 1,276), the number of rental viewers was 574 (total since the beginning of FY20: 5,554) and the number of e-Learning (STUDIO) IDs increased to 54,382 IDs (+709 IDs MoM). The number of transfers from training to videos increased due to the spread of coronavirus infection, and both the number of contents sold and rental viewers increased.

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

(Unit: IDs) (Unit: Contents)

	FY2020					
	March	April	May	June	July	August
No. of video contents sold (Outright purchase) *by month	243	272	78	69	57	85
Cumulative no. since the beginning of FY20	715	987	1,065	1,134	1,191	1,276
No. of rental viewers *by month	985	584	863	288	277	574
Cumulative no. of rental viewers since the beginning of FY20	2,968	3,552	4,415	4,703	4,980	5,554
STUDIO (e-Learning) (MoM)	44,514 (+1,167)	47,884 (+3,370)	48,888 (+1,004)	51,047 (+2,159)	53,673 (+2,626)	54,382 (+709)

*No. of video contents sold: The total number of e-Learning purchased (outright purchase).

*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

Total number of subscribers for WEBinsource has increased to 15,578 organizations (+180 MoM).

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

(Unit: organizations)

	FY2020					
	March	April	May	June	July	August
Total	14,612	14,763	14,934	15,187	15,398	15,578
(changes from end of FY19)	(+1,120)	(+1,271)	(+1,442)	(+1,695)	(+1,906)	(+2,086)
(rate of change: %)	(+108.3%)	(+109.4%)	(+110.7%)	(+112.6%)	(+114.1%)	(+115.5%)

*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 online training, IT and 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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