

November 1, 2021

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 October, 2021**  
**-On-Site trainings increased significantly due to a decrease of new infection numbers**

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

### 1. Training Business

In October 2021, the number of On-Site Training conducted was 1,671 (110.2% YoY), of which 834 times were online training (composition ratio: 49.9%). Due to the decrease of new infection numbers of COVID-19, the postponed face-to-face training have been gradually conducted since October, resulting in a significant increase of 524 times compared to the previous month.

On the other hand, the number of attendees at Open Seminars was 7,713 (107.0% YoY), of which 6,647 attended online (composition ratio: 86.2%).

Attendees at the Open Seminars began to come back in September, and the number of attendees at On-Site Training increased in October.

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

(Unit: times)

	FY2020					FY2021
	May	June	July	August	September	October
Number of trainings conducted (YoY)	865 (326.4%)	1,204 (221.3%)	1,364 (152.1%)	986 (112.4%)	1,175 (101.9%)	1,671 (110.2%)
Conducted online (composition ratio)	491 (56.8%)	637 (52.9%)	651 (47.7%)	587 (59.5%)	798 (67.9%)	834 (49.9%)
DX-related trainings	38	54	62	65	70	62

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

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

(Unit: attendees)

	FY2020					FY2021
	May	June	July	August	September	October
Number of attendees (YoY)	5,089 (255.5%)	7,119 (245.7%)	7,084 (185.8%)	7,211 (185.8%)	7,551 (137.2%)	7,713 (107.0%)
Conducted online (composition ratio)	4,286 (84.2%)	5,958 (83.7%)	6,063 (85.6%)	6,270 (87.0%)	6,537 (86.6%)	6,647 (86.2%)
DX-related trainings	484	697	513	875	816	806

\*Consolidated subsidiaries are included.

## 2. IT Services

The number of paid subscribers for Leaf (HR support system) reached 420 (+8 MoM) organizations, and the number of its users increased to 1,800,591 (+44,008 MoM).

Regarding Leaf, new features are available from October including multilingual subtitle, editing, English display, API (application program interface). We promote the sales of "Leaf Lightning" to mid-sized companies and SMBs (Small Medium businesses)

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

(Unit: organizations)

	FY2020					FY2021
	May	June	July	August	September	October
HR support system, “Leaf” (Full-service)	363	375	404	410	412	420
(MoM)	(+12)	(+12)	(+29)	(+6)	(+2)	(+8)
(changes from end of FY19)	(+115)	(+127)	(+156)	(+162)	(+164)	(+8)
No. of users	1,599,028	1,614,747	1,643,715	1,680,364	1,756,583	1,800,591
No. of customization	82	87	98	110	144	2
*total no. since the beginning of FY						
Web conversion service for appraisal forms	114	116	119	123	128	129
(MoM)	(+4)	(+2)	(+3)	(+4)	(+5)	(+1)

\*The number of customizations 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 delivered and orders to be delivered

(Unit: organizations)

	FY2020					FY2021
	May	June	July	August	September	October
No. of orders delivered (by month)	6	2	2	5	36	9
Cumulative no. of orders delivered	298	300	302	307	343	9
*since the beginning of FY						
(YoY)	(+62)	(+59)	(+60)	(+63)	(+61)	(+1)
No. of orders to be delivered (as of end of month)	40	85	140	187	195	215

\*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.

### 3. e-Learning/video business

As most companies start new training plans at the beginning of the fiscal year, there has been an increase in our subscription-based STUDIO (e-learning) and rental video service that can be used easily. On the other hand, the outright purchase has become slowdown since companies have finished using their budget at the end of the fiscal year.

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

(Unit: IDs) (Unit: Contents)

	FY2020					FY2021
	May	June	July	August	September	October
No. of video contents sold (Outright purchase) *by month	78	69	57	85	146	72
Cumulative no. since the beginning of FY	1,065	1,134	1,191	1,276	1,422	72
No. of rental viewers *by month	863	288	277	574	656	1,238
Cumulative no. of rental viewers since the beginning of FY	4,415	4,703	4,980	5,554	6,210	1,238
STUDIO (e-Learning) (MoM)	48,888 (+1,004)	51,047 (+2,159)	53,673 (+2,626)	54,382 (+709)	54,674 (+292)	57,112 (+2,438)

\*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 16,011 organizations (+213 MoM).

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

(Unit: organizations)

	FY2020					FY2021
	May	June	July	August	September	October
Total	14,934	15,187	15,398	15,578	15,798	16,011
(changes from end of FY19)	(+1,442)	(+1,695)	(+1,906)	(+2,086)	(+2,306)	(+213)
(rate of change: %)	(+110.7%)	(+112.6%)	(+114.1%)	(+115.5%)	(+117.1%)	(101.3%)

\*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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