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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 November, 2021
-Online On-Site Trainings and Online Attendees at Open Seminars reached a record high,
and Rental Viewers of e-Learning/Videos increased significantly

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

1. Training Business

The number of On-Site Training conducted in November 2021 increased by 116.9% YoY to 1,795 times, of which online training were 858 times (composition ratio was 47.8%). The number of attendees at Open Seminars increased by 114.0% YoY to 8,555, of which online attendees were 7,378 (composition ratio was 86.2%).

The number of online On-Site Training conducted and the number of online attendees at Open Seminars reached a record high. Also, the number of On-Site Trainings conducted and attendees at Open Seminars, including face-to-face trainings, were both the highest in the past six months.

(1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2020				FY2021	
	June	July	August	September	October	November
Number of trainings conducted (YoY)	1,204 (221.3%)	1,364 (152.1%)	986 (112.4%)	1,175 (101.9%)	1,671 (110.2%)	1,795 (116.9%)
Conducted online (composition ratio)	637 (52.9%)	651 (47.7%)	587 (59.5%)	798 (67.9%)	834 (49.9%)	858 (47.8%)
DX-related trainings	54	62	65	70	62	48

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2020				FY2021	
	June	July	August	September	October	November
Number of attendees (YoY)	7,119 (245.7%)	7,084 (185.8%)	7,211 (185.8%)	7,551 (137.2%)	7,713 (107.0%)	8,555 (114.0%)
Conducted online (composition ratio)	5,958 (83.7%)	6,063 (85.6%)	6,270 (87.0%)	6,537 (86.6%)	6,647 (86.2%)	7,378 (86.2%)
DX-related trainings	697	513	875	816	806	837

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 426 (+6 MoM) organization and the number of its users increased to 1,826,620 (+26,029 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 28 since the beginning of the fiscal year (+14 YoY).

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

(Unit: organizations)

	FY2020				FY2021	
	June	July	August	September	October	November
HR support system, “Leaf” (Full-service)	375	404	410	412	420	426
(MoM)	(+12)	(+29)	(+6)	(+2)	(+8)	(+6)
(changes from end of FY19)	(+127)	(+156)	(+162)	(+164)	(+8)	(+14)
No. of users	1,614,747	1,643,715	1,680,364	1,756,583	1,800,591	1,826,620
No. of customization *total no. since the beginning of FY	87	98	110	144	2	5
Web conversion service for appraisal forms	116	119	123	128	129	130
(MoM)	(+2)	(+3)	(+4)	(+5)	(+1)	(+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	
	June	July	August	September	October	November
No. of orders delivered (by month)	2	2	5	36	9	19
Cumulative no. of orders delivered *since the beginning of FY	300	302	307	343	9	28
(YoY)	(+59)	(+60)	(+63)	(+61)	(+1)	(+14)
No. of orders to be delivered (as of end of month)	85	140	187	195	235	273

*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 from October, 2022.

3. e-Learning/video Business

By quickly developing and providing contents that matches the time, such issues as SDGs and sustainability, we have seen an increase in the number of outright purchase and rental courses. In particular, the number of rental viewers reached a record high, as customers have valued the convenience of the service, which can be easily used by one person.

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

(Unit: IDs) (Unit: Contents)

	FY2020				FY2021	
	June	July	August	September	October	November
No. of video contents sold (Outright purchase) *by month	69	57	85	146	72	94
Cumulative no. since the beginning of FY	1,134	1,191	1,276	1,422	72	166
No. of rental viewers *by month	288	277	574	656	1,238	1,560
Cumulative no. of rental viewers since the beginning of FY	4,703	4,980	5,554	6,210	1,238	2,798
STUDIO (e-Learning) (MoM)	51,047 (+2,159)	53,673 (+2,626)	54,382 (+709)	54,674 (+292)	57,112 (+2,438)	57,557 (+445)

*Calculation takes place at the end of every month.

*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.

4. Client base

The total number of registered WEBinsource clients increased to 16,215 (+204 organizations compared to the previous month). We are steadily gaining subscribers toward our target of 2,400 for this fiscal year.

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

	FY2020				FY2021	
	June	July	August	September	October	November
Total	15,187	15,398	15,578	15,798	16,011	16,215
(changes from end of FY19)	(+1,695)	(+1,906)	(+2,086)	(+2,306)	(+213)	(+417)
(rate of change: %)	(112.6%)	(114.1%)	(115.5%)	(117.1%)	(101.3%)	(102.6%)

*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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