To Whom It May Concern,

February 1, 2022

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 January, 2022
- Increased in the number of On-Site Training conducted (139% YoY) and attendees at Open Seminars (124% YoY)
& Good sales in e-Learning/video Business

Insource today announced KPI (Key Performance Indicators) Progress Report for January, 2022.

1.Training Business

In January 2022, due to the 6th wave of COVID-19, there were 90 postponement or cancellation of On-Site trainings, mainly at public sectors, but the impact is smaller than the 3rd wave in January last year.

The educational demands of companies remains high, and the number of On-Site Training conducted increased to 139.4% YoY to 1,034 times, of which online training were 568 times (composition ratio was 54.6%). The number of attendees at Open Seminars increased to 124.5% YoY to 6,537, of which online attendees were 5,709 (composition ratio was 87.3%).

(1) Monthly number of On-Site Training conducted

(Unit: time)

		FY2020		FY2021			
		August	September	October	November	December	January
Number of trainings conducted		986	1,175	1,671	1,795	1,341	1,034
	(YoY)	(112.4%)	(101.9%)	(110.2%)	(116.9%)	(109.7%)	(139.4%)
	Conducted online	587	798	834	858	629	565
	(Composition ratio)	(59.5%)	(67.9%)	(49.9%)	(47.8%)	(46.9%)	(54.6%)
	DX-related trainings*	65	70	62	48	42	44

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

		FY2020		FY2021			
		August	September	October	November	December	January
Number of attendees		7,211	7,551	7,713	8,555	8,172	6,537
	(YoY)	(185.8%)	(137.2%)	(107.0%)	(114.0%)	(110.4%)	(124.5%)
	Conducted online	6,270	6,537	6,647	7,378	7,096	5,709
	(Composition ratio)	(87.0%)	(86.6%)	(86.2%)	(86.2%)	(86.8%)	(87.3%)
	DX-related trainings	875	816	806	837	1,007	889

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 442 (+10 MoM) organizations and the number of its users increased to 1,873,705 (+24,935 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 122 since the beginning of the fiscal year (+22 YoY).

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

(Unit: organizations)

	FY2020		FY2021			
	August	September	October	November	December	January
HR support system, "Leaf"	410	412	420	426	432	442
(MoM)	(+6)	(+2)	(+8)	(+6)	(+6)	(+10)
(changes from end of previous FY)	(+162)	(+164)	(+8)	(+14)	(+20)	(+30)
No. of users	1,680,364	1,756,583	1,800,591	1,826,620	1,848,770	1,873,705
No. of customization * total no. since the beginning of FY	110	144	2	5	15	24
Web conversion service for appraisal forms	123	128	129	130	134	135
(MoM)	(+4)	(+5)	(+1)	(+1)	(+4)	(+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 orders delivered and orders to be delivered

(Unit: organizations)

	FY2020		FY2021			
	August	September	October	November	December	January
No. of orders delivered (by month)	5	36	9	26	67	20
Cumulative no. of orders delivered *since the beginning of FY	307	343	9	35	102	122
(YoY)	(+63)	(+61)	(+1)	(+21)	(+46)	(+22)
No. of orders to be delivered (by month)	187	195	235	280	235	228

*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 2021.

3. e-Learning/video Business

In terms of the number of outright purchases, sales to the private sector were strong, especially for diversity and compliance-related contents. As for the number of rental viewers, there was an increase in use by public sectors, mainly for management-related contents.

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

(Unit: IDs) (Unit: Contents)

	FY2020		FY2021			
	August	September	October	November	December	January
No. of video contents sold (Outright purchase) *by month	85	146	72	94	105	105
Cumulative no. since the beginning of FY	(141.7%)	(52.9%)	(38.1%)	(276.5%)	(169.4%)	(131.3%)
No. of rental viewers *by month	574	656	1,238	1,560	1,340	1,136
Cumulative no. of rental viewers since the beginning of FY	(177.7%)	(60.1%)	(529.1%)	(292.1%)	(416.1%)	(422.3%)
STUDIO (e-Learning)	54,382	54,674	57,112	57,557	58,085	58,584
(MoM)	(+709)	(+292)	(+2,438)	(+445)	(+528)	(+499)

*Calculation takes place at the end of every month.

*The number of outright purchases is that of e-learning and video sales, which differs from the number of video sales until March 2021.

4. Client base

The total number of registered WEBinsource clients increased to 16,690 (+219 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			
	August	September	October	November	December	January
No. of new subscribers	180	220	213	204	256	219
No. of accumulated subscribers	15,578	15,798	16,011	16,215	16,471	16,690
(Progression rate：%)	(83.4%)	(92.2%)	(8.9%)	(17.4%)	(28.0%)	(37.2%)

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

5. Contents development

The number of new contents developed was 28 for training (On-Site training) and 19 for e-learning. We have set a target of 300 for training and 210 for e-learning for FY2021, and we are taking steady steps toward the target.

(7) No. of new contents developed (Unit：trainings, videos)

	FY2020		FY2021			
	August	September	October	November	December	January
No. of new contents for On-Site training	27	16	27	27	27	28
since the beginning of FY	305	321	27	54	81	109
(Progression rate：%)	(95.3%)	(100.3%)	(9.0%)	(18.0%)	(27.0%)	(36.3%)
No. of new contents for e-learning	26	33	14	20	14	19
since the beginning of FY	215	248	14	34	48	67
(Progression rate：%)	(107.5%)	(124.0%)	(6.7%)	(16.2%)	(22.9%)	(31.9%)

◇ New training contents released in January (28 trainings)

Diversity Promotion	3	**For Managerial Position**	1
LGBTQ＋Training		Sending assessor for On Site training	
Thinking Ability	2	**For Middle Class Employees**	1
Think things from a bird's-eye view		Enhance the ability of information utilization	
Sales	2	**For Veteran Worker**	1
Improve sales skills		Ways to proceed work	
Marketing	2	**For new young employees**	1
Visual merchandising (VMD)		Ways to proceed the work in tele-working era for new employees	
Business Document	2	**Career**	1
Improve office work skills		Career design for people in 40s.	
For Students & Prospective Employees	2	**Planning Ability**	1
How to write an application form		Develop new business or new product	
Work Procedure	1	**Document Preparation**	1
Improve the productivity		The utilization of behavioral economics of Nudge Theory	
Project Management	1	**OA/IT Skills**	1
Essential points of project management (For Assignor)		Microsoft Office for beginners (Word/Excel/PowerPoint)	
Compliance	1	**Evaluation**	1
Compliance training		How to write work description	
Hospitality Training	1	**Business Etiquette**	1
Entertaining manners to improve customer service		Dress code for business person	
Mental Health	1		
Mental health for working from home			

◇New videos released in January　(19 videos)

Basics of Work	4	Evaluation/ Assessment	1
Business mind for young employees		How to evaluate the performance of work from home	
Risk Control and Compliance	4	Communication	1
Compliance and SDGs		Communication (Listening, asking, talking)	
Cultivation of Subordinate	3	Sales	1
How to assign work		On-line sales skills	
Managerial Positions	1	Efficiency Improvement	1
Deal with mid-career workers		Time management	
Leadership	1	Thinking skills	1
How to be a leader		Marketing discernment	
Health Care	1		
Mental health of work from home (Line care)			

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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