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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 February, 2022

-The number significantly increased in On-Site Training (110% YoY), Open Seminars(115% YoY), outright purchases(198% YoY) and rental viewers(232%YoY) of e-Learning/video Business

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

1. Training Business

In February 2022, due to the 6th wave of COVID-19, both On-Site Training and Open Seminars were shifted to online training. The training demand of companies remains high, and the number of On-Site Training conducted increased to 110.6% YoY to 1,082 times, of which online training were 760 times (composition ratio was 70.2%). The number of attendees at Open Seminars increased to 115.7% YoY to 7,498, of which online attendees were 6,896 (composition ratio was 92%). There were 205 cases of postponement or cancellation of On-Site trainings, mainly at public sectors.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	FY2020	FY2021				
	September	October	November	December	January	February
Number of trainings conducted	1,175	1,671	1,795	1,341	1,034	1,082
(YoY)	(101.9%)	(110.2%)	(116.9%)	(109.7%)	(139.4%)	(110.6%)
Conducted online	798	834	858	629	565	760
(Composition ratio)	(67.9%)	(49.9%)	(47.8%)	(46.9%)	(54.6%)	(70.2%)
DX-related trainings*	70	62	48	42	44	48

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

	FY2020	FY2021				
	September	October	November	December	January	February
Number of attendees	7,551	7,713	8,555	8,172	6,537	7,498
(YoY)	(137.2%)	(107.0%)	(114.0%)	(110.4%)	(124.5%)	(115.7%)
Conducted online	6,537	6,647	7,378	7,096	5,709	6,896
(Composition ratio)	(86.6%)	(86.2%)	(86.2%)	(86.8%)	(87.3%)	(92.0%)
DX-related trainings	816	806	837	1,007	889	914

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 450 (+8 MoM) organizations and the number of its users increased to 1,914,000 (+40,000 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 212 since the beginning of the fiscal year (+58 YoY).

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

(Unit: organization)

	FY2020	FY2021				
	September	October	November	December	January	February
HR support system, “Leaf”	412	420	426	432	442	450
(MoM)	(+2)	(+8)	(+6)	(+6)	(+10)	(+8)
(changes from end of previous FY)	(+164)	(+8)	(+14)	(+20)	(+30)	(+38)
No. of users	1,756,583	1,800,591	1,826,620	1,848,770	1,873,705	1,914,250
No. of customization * total no. since the beginning of FY	144	2	5	15	24	41
Web conversion service for appraisal forms	128	129	130	134	135	136
(MoM)	(+5)	(+1)	(+1)	(+4)	(+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 orders delivered and orders to be delivered

(Unit: organization)

	FY2020	FY2021				
	September	October	November	December	January	February
No. of orders delivered (by month)	36	9	26	67	53	57
Cumulative no. of orders delivered *since the beginning of FY	343	9	35	102	155	212
(YoY)	(+61)	(+1)	(+21)	(+46)	(+55)	(+58)
No. of orders to be delivered (by month)	195	235	280	235	207	164

*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 sectors were strong, especially for anti-harassment, mental health related contents. As for the number of rental viewers, there was an increase in use by public sectors, mainly for management or women's advancement related contents.

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

(Unit: ID) (Unit: Content)

	FY2020	FY2021				
	September	October	November	December	January	February
No. of video contents sold (Outright purchase) *by month	146	72	94	105	105	212
Cumulative no. since the beginning of FY	-	(38.1%)	(276.5%)	(169.4%)	(131.3%)	(198.1%)
No. of rental viewers *by month	656	1,238	1,560	1,340	1,136	1,450
Cumulative no. of rental viewers since the beginning of FY	(669.4%)	(529.1%)	(292.1%)	(416.1%)	(422.3%)	(232.4%)
STUDIO (e-Learning) (MoM)	54,674 (+292)	57,112 (+2,438)	57,557 (+445)	58,085 (+528)	58,584 (+499)	60,791 (+2,207)

*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 16,945 (+255 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)

(Unit: organization)

	FY2020	FY2021				
	September	October	November	December	January	February
No. of new subscribers	220	213	204	256	219	255
No. of accumulated subscribers (Progression rate : %)	15,798 (92.2%)	16,011 (8.9%)	16,215 (17.4%)	16,471 (28.0%)	16,690 (37.2%)	16,945 (47.8%)

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

5. Contents development

The number of new contents developed was 22 for training (On-Site training) and 30 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 : training, video)

	FY2020	FY2021				
	September	October	November	December	January	February
No. of new contents for On-Site training	16	27	27	27	28	22
since the beginning of FY	321	27	54	81	109	131
(Progression rate : %)	(100.3%)	(9.0%)	(18.0%)	(27.0%)	(36.3%)	(43.7%)
No. of new contents for e-learning	33	14	20	14	19	30
since the beginning of FY	248	14	34	48	67	97
(Progression rate : %)	(124.0%)	(6.7%)	(16.2%)	(22.9%)	(31.9%)	(46.2%)

◇ New training contents released in February (22 trainings)

How to work	2	For Managerial positions	2
Unlearning to prevent rigid thinking and realize sustainable growth		Change the way of thinking and management	
Sales	2	Career	2
Improvement of CX (Customer Experience)- create a customer journey map		Career design for people in 50s.	
Data analysis	1	Management strategy	1
Information Utilization - Gathering, Organizing, and Analyzing Information		HR strategy focusing on S(society) of ESG	
Marketing	1	Business improvement	1
Behavioral economics (Nudge theory)		Change the way of thinking profitability for leaders	
Thinking skills	1	Communication	1
Strengthen thinking skills through patent cases		Followership training	
Risk management	1	Guidance for subordinates and OJT	1
On-site risk management		How to guide subordinates or juniors	
Compliance	1	Problem solving	1
What companies need to know about APPI amendments (the Act on the Protection of Personal Information)		Dispatch accessor on site to find issues	
Motivation improvement	1	Evaluation	1
Create the future vision of the company		Secondary evaluator training	
Mental health	1	For HR and recruiting staff	1
How to deal with a mental health problems		Improve skills of staff	

◇New videos released in February (30 videos)

Risk management and compliance	18	Customer service	1
Copyrights and Trademarks		Improvement of CS(Customer service)	
Business Etiquette	5	Sales	1
Self-management		Improve listening skills	
Thinking skills	2	Develop subordinates	1
Behavioral economics		Boost their motivation	
DX skills	1	Career	1
Information utilization		Career design for people in 20s.	

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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