

May 2, 2022

To Whom It May Concern,

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 Insource Co., Ltd.  
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 Representative Director, President and CEO  
 (Code number: 6200, Prime Market of the Tokyo Stock Exchange)

**KPI (Key Performance Indicators) Progress Report for April, 2022**

 -Times of On-Site training conducted (111.2% YoY)/ Attendees at Open Seminars (110.0% YoY)  
 Both reached a record high and Open Seminars reached 10,000 attendees in a month for the first time

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

**1. Training Business**

In April 2022, the number of On-Site Training conducted was 1,937 times(111.2% YoY ), of which online training was 538 times (composition ratio:27.8%). The number of attendees at Open Seminars was 10,817(110.0% YoY ), of which online attendees were 7,113 (composition ratio:65.9%). Both reached a record high and attendees at Open Seminars reached 10,000 in a month for the first time. In addition, April is the season for new employee training, and face-to-face training increased due to the strong need for practical instruction such as etiquette training.

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

(Unit: time)

	FY2021					
	November	December	January	February	March	April
Number of trainings conducted	1,795	1,341	1,034	1,082	868	1,937
(YoY)	(116.9%)	(109.7%)	(139.4%)	(110.6%)	(97.2%)	(111.2%)
Conducted online	858	629	565	760	473	538
(Composition ratio)	(47.8%)	(46.9%)	(54.6%)	(70.2%)	(54.5%)	(27.8%)
DX related training※	48	42	44	48	34	68

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

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

(Unit: attendee)

	FY2021					
	November	December	January	February	March	April
Number of attendees	8,555	8,172	6,537	7,498	8,170	10,817
(YoY)	(114.0%)	(110.4%)	(124.5%)	(115.7%)	(121.6%)	(110.0%)
Conducted online	7,378	7,096	5,709	6,896	7,442	7,113
(Composition ratio)	(86.2%)	(86.8%)	(87.3%)	(92.0%)	(91.1%)	(65.9%)
DX-related trainings	837	1,007	889	914	1,065	1,256

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 482 (+12 MoM) organizations and the number of its users increased to 1,978,112 (+45,148 MoM). The cumulative number of orders delivered for Stress Check Support Service significantly increased to 387 since the beginning of the fiscal year (+95 YoY).

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

(Unit: organization)

	FY2021					
	November	December	January	February	March	April
No. of paid subscribers (organizations)	426	432	442	450	470	482
(MoM)	(+6)	(+6)	(+10)	(+8)	(+20)	(+12)
(Changes from end of previous FY)	(+14)	(+20)	(+30)	(+38)	(+58)	(+70)
No. of users	1,826,620	1,848,770	1,873,705	1,914,250	1,932,964	1,978,112
No. of customization	5	15	24	41	90	99
* Total no. since the beginning of FY						
Web conversion service for appraisal forms	130	134	135	136	151	152
(MoM)	(+1)	(+4)	(+1)	(+1)	(+15)	(+1)

\*The number of customizations shows the number of organizations that add their own functions when implementing Leaf.

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

### (2) Stress Check Support Service: Number of orders delivered and orders to be delivered

(Unit: organization)

	FY2021					
	November	December	January	February	March	April
No. of orders delivered (by month)	26	67	53	74	151	7
Cumulative no. of orders delivered since the beginning of FY	35	102	155	229	380	387
(YoY)	(+21)	(+46)	(+55)	(+75)	(+93)	(+95)
No. of orders to be delivered (By month)	280	235	207	149	19	21

\*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**

Regarding profitable contents (outright purchases) of e-learning and video, DX-related contents sold very well. Rental users increased solidly, especially those for contents aimed at new and young employees, such as business etiquette and business writing courses.

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

(Unit: ID) (Unit: Content)

	FY2021					
	November	December	January	February	March	April
No. of video contents sold (Outright purchase) *By month	94	105	105	212	552	221
Cumulative no. since the beginning of FY	(276.5%)	(169.4%)	(131.3%)	(198.1%)	(227.2%)	(81.3%)
No. of rental viewers *by month	1,560	1,340	1,136	1,450	1,177	1,137
Cumulative no. of rental viewers since the beginning of FY	(292.1%)	(416.1%)	(422.3%)	(232.4%)	(119.5%)	(194.7%)
STUDIO (e-Learning) (MoM)	57,557 (+445)	58,085 (+528)	58,584 (+499)	60,791 (+2,207)	61,115 (+324)	62,823 (+1,708)

\*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 17,445 (+224 MoM) organizations compared to the previous month). We are steadily gaining subscribers toward our target of 2,400 for this fiscal year.

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

(Unit: organization)

	FY2021					
	November	December	January	February	March	April
No. of new subscribers	204	256	219	255	276	224
No. of accumulated subscribers (Progression rate : %)	16,215 (17.4%)	16,471 (28.0%)	16,690 (37.2%)	16,945 (47.8%)	17,221 (59.3%)	17,445 (68.6%)

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

## 5. Contents development

The number of new contents developed was 31 for training (On-Site training) and 16 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.

### (1) No. of new contents developed

(Unit : training, video)

	FY2021					
	November	December	January	February	March	April
No. of new contents for On-Site training	27	27	28	22	31	31
since the beginning of FY	54	81	109	131	162	193
(Progression rate : %)	(18.0%)	(27.0%)	(36.3%)	(43.7%)	(54.0%)	(64.3%)
No. of new contents for e-learning	20	14	19	30	17	16
since the beginning of FY	34	48	67	97	114	130
(Progression rate : %)	(16.2%)	(22.9%)	(31.9%)	(46.2%)	(54.3%)	(61.9%)

### ◇New training contents released in April (31 trainings)

OA/IT skills	6	Mentor	3
Introductory training on algorithms in Python		For female manager candidates	
Harassment prevention	3	Management	2
Harassment Prevention using Adlerian psychology and communication		As a player-manager to lead a team	
Communication	2	Career	2
Narrative communication through telling stories		Deepen self-understanding by utilizing characteristic testing tools	
Marketing	2	For Managers	1
Corporate strategy workshop -learn from business models of GAFA		Adapt to environmental changes and promote reform	
Compliance	1	Subordinate guidance and OJT related	1
(For general employees) Compliance training to eliminate violations		Understand the skills of your subordinates and set goals	
Mental health	1	Evaluation	1
Health management promotion training to enhance Employee Engagement		((For large enterprises) How to become a good evaluator	
Improvement of Motivation	1	How to work	1
Work in a positive manner under Planned Happenstance Theory		Cooperate with team members	
Sales	1	Coordination skills	1
Basic account management for corporate sales		Asking questions to improve internal coordination skills	
For special industry	1	For new and young people	1
(For the insurance industry) Customer-oriented talking skills		Improve work skills and make progress	

◇New videos released in April (16 videos)

Risk Management and Compliance	4	Leadership	3
Latest Personal Information Protection and Information Security		Be next generation leader	
Improve work efficiency	3	Administration/Management	1
Knowledge management to standardize business operations		Budget and execution management	
Career	1	Coordination Ability	1
Career Design for workers in 30s		Project management to achieve team goals	
Work Skills	1	Thinking skills	1
Basic business model planning to have the ability to finish the job.		Begin business model planning	
Etiquette and work basics	1		
Communication by Hou-Ren-Sou (Report, contact, consult)			

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 the utmost caution, but we do not fully guarantee its accuracy.

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