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To Whom It May Concern,

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Insource Co., Ltd.

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(Code number: 6200, Prime Market of the Tokyo Stock Exchange)

KPI (Key Performance Indicators) Progress Report for May, 2022

-Times of On-Site training conducted (133.5% YoY)/ Attendees at Open Seminars (134.9% YoY)

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

1. Training Business

In May 2022, due to the increased demand for training, the number of On-Site Training conducted was 1,155 times (133.5% YoY), of which online training was 385 times (composition ratio:33.3%). The number of attendees at Open Seminars was 6,864 (134.9% YoY), of which online attendees were 5,760 (composition ratio:83.9%). The number of On-Site training increased due to an upward trend in face-to-face training for both public and private sectors, resulting in 290 YoY increase in total, 396 YoY for face-to-face training.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	FY2022					
	December	January	February	March	April	May
Number of trainings conducted	1,341	1,034	1,082	868	1,937	1,155
(YoY)	(+119)	(+292)	(+104)	(▲25)	(+195)	(+290)
	(109.7%)	(139.4%)	(110.6%)	(97.2%)	(111.2%)	(133.5%)
Conducted online	629	565	760	473	538	385
(YoY)	(+151)	(+126)	(+125)	(▲43)	(▲91)	(▲106)
(Composition ratio)	(46.9%)	(54.6%)	(70.2%)	(54.5%)	(27.8%)	(33.3%)
DX related training※	42	44	48	34	68	39
(YoY)	(+3)	(+10)	(▲5)	(▲12)	(▲6)	(+1)

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

	FY2022					
	December	January	February	March	April	May
Number of attendees	8,172	6,537	7,498	8,170	10,817	6,864
(YoY)	(+771)	(+1,286)	(+1,018)	(+1,451)	(+984)	(+1,775)
	(110.4%)	(124.5%)	(115.7%)	(121.6%)	(110.0%)	(134.9%)
Conducted online	7,096	5,709	6,896	7,442	7,113	5,760
(YoY)	(+1,962)	(+1,266)	(+1,198)	(+2,632)	(+579)	(+1,474)
(Composition ratio)	(86.8%)	(87.3%)	(92.0%)	(91.1%)	(65.9%)	(83.9%)
DX-related trainings	1,007	889	914	1,065	1,256	706
(YoY)	(+436)	(+560)	(+455)	(+445)	(+312)	(+222)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 488 (+6 MoM) organizations and the number of its users increased to 1,993,127 (+15,015 MoM). The cumulative number of orders delivered for Stress Check Support Service significantly increased to 392 since the beginning of the fiscal year (+94 YoY) due to an increase in demand for switching from industrial doctors to stress check providers, mainly in small and medium-sized companies.

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

(Unit: organization)

	FY2021					
	December	January	February	March	April	May
No. of paid subscribers(organizations)	432	442	450	470	482	488
(MoM)	(+6)	(+10)	(+8)	(+20)	(+12)	(+6)
(Changes from end of previous FY)	(+20)	(+30)	(+38)	(+58)	(+70)	(+76)
No. of users	1,848,770	1,873,705	1,914,250	1,932,964	1,978,112	1,993,127
No. of customization	17	24	41	90	99	105
Total no. since the beginning of FY						
Web conversion service for appraisal forms	134	135	136	151	152	154
(MoM)	(+4)	(+1)	(+1)	(+15)	(+1)	(+2)

*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					
	December	January	February	March	April	May
No. of orders delivered (by month)	67	53	74	151	7	5
Cumulative no. of orders delivered * since the beginning of FY	102	155	229	380	387	392
(YoY)	(+46)	(+55)	(+75)	(+93)	(+95)	(+94)
No. of orders to be delivered	235	207	149	19	25	39
(By month)	(+23)	(+26)	(+13)	(+5)	(+3)	(▲1)

*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, contents such as how to create easy-to-understand documents for young people sold very well. Rental users increased solidly, mainly the contents related to harassment prevention for both public and private sectors.

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

(Unit: ID) (Unit: Content)

	FY2021					
	December	January	February	March	April	May
No. of video contents sold (Outright purchase) *By month Cumulative no. since the beginning of FY	105 (169.4%)	105 (131.3%)	212 (198.1%)	552 (227.2%)	221 (81.3%)	68 (87.2%)
No. of rental viewers *by month Cumulative no. of rental viewers since the beginning of FY	1,340 (416.1%)	1,136 (422.3%)	1,450 (232.4%)	1,177 (119.5%)	1,137 (194.7%)	543 (62.9%)
STUDIO (e-Learning) (MoM)	58,085 (+528)	58,584 (+499)	60,791 (+2,207)	61,115 (+324)	62,823 (+1,708)	64,370 (+1,547)

*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 17,675 (+230 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					
	December	January	February	March	April	May
No. of new subscribers	256	219	255	276	224	230
No. of accumulated subscribers (Progression rate : %)	16,471 (28.0%)	16,690 (37.2%)	16,945 (47.8%)	17,221 (59.3%)	17,445 (68.6%)	17,675 (78.2%)

*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 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) Number of new contents developed

(Unit : training, video)

	FY2021					
	December	January	February	March	April	May
No. of new contents for On-Site training	27	28	22	31	31	28
since the beginning of FY	81	109	131	162	193	221
(Progression rate : %)	(27.0%)	(36.3%)	(43.7%)	(54.0%)	(64.3%)	(73.7%)
No. of new contents for e-learning	14	19	30	17	16	16
since the beginning of FY	48	67	97	114	130	146
(Progression rate : %)	(22.9%)	(31.9%)	(46.2%)	(54.3%)	(61.9%)	(69.5%)

◇New training contents released in May (28 trainings)

OA/IT skills	11	Improvement of motivation	5
For managers to understand how Python can improve business efficiency		Overcome the barrier of "habituation" at work and continue to grow	
Methods of work	2	Communication	2
Learn how to work with the spirit of toughness and flexibility		Create a psychologically safe workplace through good communication	
Sales	2	Planning skills	2
Learn from the Art of war to build sales strategy		Service Design Workshop	
Time management	1	Promotion of Diversity	1
For short-time workers to know how to achieve results in a limited amount of time		For managers to have good communication skills to avoid unintentional remarks in the era of diversity	
Career	1	For managerial positions	1
Proactive career development		Dispatch assessors for divisional management development	

◇New videos released in May (16 videos)

Global diversity	3	Leadership	3
How to face the SDGs and climate change as enterprises		Basic Teamwork - 4 points to increase engagement	
Risk Management and Compliance	2	Managerial positions and management	2
About the Law for the Elimination of Discrimination against Persons with Disabilities		How to manage time, team and risk as a playing manager	
Sales	1	Development of Subordinates	1
How to increase the rate of successful contracts		Basic and practical techniques for work guidance	
Communicating Skills	1	Communication	1
Avoid unconscious bias		Create a psychologically safe workplace through good communication with subordinates	
Data analysis and IT skills	1	Health Care	1
How to create PowerPoint documents that impress people		Create a dynamic workplace through work engagement	

(For reference) KPI (Key Performance Indicators) and Performance Correspondence Chart

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none">▪ Times of On-Site trainings conducted (Composition ratio of Sales in FY2020: 50.6%)▪ Attendees at Open Seminars (Composition ratio of Sales in FY2020:24.4%)▪ Organizations and users of Leaf (Composition ratio of Sales in FY2020:13.6%)▪ Number of e-learning and videos sold (Composition ratio of Sales in FY2020:11.4%)
Several months to 6 months	<ul style="list-style-type: none">▪ Number of registered WEBinsource clients <p>WEBinsource is our entry level product for new customers, who are potential to purchase a variety of our services. The number of new registrations is an indicator of sales activity and a leading performance indicator for the next few months to six months.</p>
6 months to 2 or 3 years	<ul style="list-style-type: none">▪ Number of new contents developed <p>The increase in the number of trainings and e-learning videos and other contents developed will contribute to long-term growth of the company. It does not realize significant sales immediately, but rather contributes to business performance six months to two or three years afterwards.</p>

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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