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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 September, 2021
- Significant growth in online training & Steady increase in DX training

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

1. Training Business

In September 2021, the number of On-Site Training conducted was 1,147 (99.5% YoY and 82.3% compared to two years ago when there was no impact of the coronavirus), of which 782 times were online training (composition ratio: 68.2%). Due to the outbreak of the fifth wave of the new coronavirus infection, a state of emergency and pre-emergency measures was declared in 27 prefectures, the number of face-to-face On-Site Training which were postponed became larger than expected.

On the other hand, the number of attendees at Open Seminars was 7,551 (137.2% YoY and 100.3% compared to two years ago), of which 6,537 attended online (composition ratio: 86.6%). The number of attendees for the online training was the highest ever, except in April, when the new employee training was conducted.

Online training for both On-Site Training and Open Seminars grew substantially, and the number of attendees for DX-related training increased steadily.

(1) Monthly number of On-Site Training conducted

(Unit: times)

	FY2020					
	April	May	June	July	August	September
Number of trainings conducted	1,749	867	1,205	1,367	996	1,147
(YoY)	(248.8%)	(327.2%)	(221.5%)	(152.4%)	(113.6%)	(99.5%)
(changes from two years ago)	(109.9%)	(79.9%)	(95.0%)	(88.3%)	(87.9%)	(82.3%)
Conducted online	636	491	637	642	589	782
(composition ratio)	(36.4%)	(56.6%)	(52.9%)	(47.0%)	(59.1%)	(68.2%)
DX-related trainings	74	38	54	62	65	70

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

(2) Monthly number of attendees at Open Seminars

(Unit: attendees)

	FY2020					
	April	May	June	July	August	September
Number of attendees	9,833	5,089	7,119	7,084	7,211	7,551
(YoY)	(182.2%)	(255.5%)	(245.7%)	(185.8%)	(185.8%)	(137.2%)
(changes from two years ago)	(120.3%)	(107.3%)	(116.3%)	(94.8%)	(106.5%)	(100.3%)
Conducted online	6,554	4,286	5,958	6,063	6,270	6,537
(composition ratio)	(66.7%)	(84.2%)	(83.7%)	(85.6%)	(87.0%)	(86.6%)
DX-related trainings	944	484	697	513	875	816

*Consolidated subsidiaries are included.

2. IT Services

The number of paid subscribers for Leaf (HR support system) reached 412 (+2 MoM) organizations, and the number of its users increased to 1,756,583 (+76,219 MoM). The number of customizations delivered at the end of September increased, totaling 144 since the beginning of the fiscal year (+34 MoM). The cumulative number of orders delivered for Stress Check Support Service increased to 322 (+40 YoY).

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

(Unit: organizations)

	FY2020					
	April	May	June	July	August	September
HR support system, “Leaf” (Full-service)	351	363	375	404	410	412
(MoM)	(+18)	(+12)	(+12)	(+29)	(+6)	(+2)
(changes from end of FY19)	(+103)	(+115)	(+127)	(+156)	(+162)	(+164)
No. of users	1,563,224	1,599,028	1,614,747	1,643,715	1,680,364	1,756,583
No. of customization	77	82	87	98	110	144
*total no. since the beginning of FY20						
Web conversion service for appraisal forms	110	114	116	119	123	128
(MoM)	(+2)	(+4)	(+2)	(+3)	(+4)	(+5)

*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 new orders received, delivered and orders to be delivered

(Unit: organizations)

	FY2020						
	April	May	June	July	August	September	October (estimate)
No. of orders received	13	24	47	57	52	24	-
(YoY)	(+5)	(+15)	(+17)	(-15)	(+4)	(-10)	-
No. of orders delivered (by month)	5	6	2	2	5	15	3
Cumulative no. of orders delivered	292	298	300	302	307	322	3
*since the beginning of FY20							
(YoY)	(+61)	(+62)	(+59)	(+60)	(+63)	(+40)	(-5)
No. of orders to be delivered (as of end of month)	22	40	85	140	187	196	-

*Note that after clients’ inspection, the actual sales will be counted.

*This service has the highest number of deliveries in March every year.

3. e-Learning/video production

The number of video contents sold (outright purchase) was 146 (total since the beginning of FY20:1,422),the number of rental viewers was 656 (total since the beginning of FY20: 6,210) and the number of e-Learning (STUDIO) IDs increased to 54,674 IDs (+292 IDs MoM). As an alternative to the training that has been postponed due to the new coronavirus outbreak and purchases made by the year-end budget, the number of outright purchases has increased.

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

(Unit: IDs) (Unit: Contents)

	FY2020					
	April	May	June	July	August	September
No. of video contents sold (Outright urchase) *by month	272	78	69	57	85	146
Cumulative no. since the beginning of FY20	987	1,065	1,134	1,191	1,276	1,422
No. of rental viewers *by month	584	863	288	277	574	656
Cumulative no. of rental viewers since the beginning of FY20	3,552	4,415	4,703	4,980	5,554	6,210
STUDIO (e-Learning) (MoM)	47,884 (+3,370)	48,888 (+1,004)	51,047 (+2,159)	53,673 (+2,626)	54,382 (+709)	54,674 (+292)

*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.

We have calculated the numbers since the end of August, 2020 (Calculation takes place at the end of every month).

4.Client base

Total number of subscribers for WEBinsource has increased to 15,798 organizations (+220 MoM).

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

(Unit: organizations)

	FY2020					
	April	May	June	July	August	September
Total	14,763	14,934	15,187	15,398	15,578	15,798
(changes from end of FY19)	(+1,271)	(+1,442)	(+1,695)	(+1,906)	(+2,086)	(+2,306)
(rate of change: %)	(+109.4%)	(+110.7%)	(+112.6%)	(+114.1%)	(+115.5%)	(+117.1%)

*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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