

January 4, 2023

To Whom It May Concern,

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

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

 -No. of On-Site Training conducted (104.0% YoY), Attendees at Open Seminars (113.6% YoY),  
 Sales of e-Learning and video content increased significantly (230.5% YoY)

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for December, 2022.

### 1. Training Business

In December 2022, the number of On-Site Training conducted was 1,394 times (104.0% YoY), of which online training was 518 times (Composition ratio: 37.2%). The number of attendees at Open Seminars was 9,281 (113.6% YoY), of which online attendees were 7,665 (Composition ratio: 82.6%). As for DX-related trainings, the number of On-Site Training conducted was 172.1% YoY, and the number of attendees at Open Seminars was 95.7% YoY.

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

(Unit: time)

	2022					
	July	August	September	October	November	December
Number of trainings conducted	1,612	1,286	1,630	1,808	1,901	1,394
(YoY)	(118.2%)	(130.4%)	(138.7%)	(108.2%)	(105.9%)	(104.0%)
Conducted online	609	549	671	627	646	518
(Composition ratio)	(37.8%)	(42.7%)	(41.2%)	(34.7%)	(34.0%)	(37.2%)
DX-related trainings※	113	85	100	100	121	105
(YoY)	(185.2%)	(160.4%)	(169.5%)	(151.5%)	(149.4%)	(172.1%)

\*Consolidated subsidiaries are included.

\*DX-related trainings: IT and computer skills trainings. The figures before June have been changed due to a change in the counting method.

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

(Unit: attendee)

	2022					
	July	August	September	October	November	December
Number of attendees	8,828	9,330	10,555	9,972	10,701	9,281
(YoY)	(124.6%)	(129.4%)	(139.8%)	(129.3%)	(125.1%)	(113.6%)
Conducted online	7,188	7,635	8,740	8,104	8,649	7,665
(Composition ratio)	(81.4%)	(81.8%)	(82.8%)	(81.3%)	(80.8%)	(82.6%)
DX-related trainings	859	1,422	1,293	1,039	1,210	964
(YoY)	(167.4%)	(162.5%)	(158.5%)	(128.9%)	(144.6%)	(95.7%)

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 551 organizations (+6 MoM) and the number of its users increased to 2,438,626 (+53,081 MoM). The cumulative number of orders delivered for Stress Check Support Service was 79 since the beginning of the fiscal year (-23 YoY).

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

(Unit: organization)

	2022					
	July	August	September	October	November	December
No. of paid subscribers (organizations)	504	510	522	535	545	551
(MoM)	(+6)	(+6)	(+12)	(+13)	(+10)	(+6)
(Changes from end of previous FY)	(+92)	(+98)	(+110)	(+13)	(+23)	(+29)
No. of users	2,079,369	2,098,230	2,112,301	2,149,629	2,385,545	2,438,626
No. of customization	118	126	162	2	5	11
Total no. since the beginning of FY						
Web conversion service for appraisal forms	156	157	165	166	167	168
(MoM)	(+1)	(+1)	(+8)	(+1)	(+1)	(+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)

	2022					
	July	August	September	October	November	December
No. of orders delivered (by month)	4	7	59	9	23	47
Cumulative no. of orders delivered * since the beginning of FY	402	409	468	9	32	79
(YoY)	(+100)	(+102)	(+125)	(0)	(-3)	(-23)
No. of orders to be delivered (at the end of month)	154	204	187	209	262	250
(YoY)	(+14)	(+17)	(-8)	(-26)	(-18)	(+15)

\*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 Business**

The number of contents (outright purchases) sold for e-Learning and videos significantly increased to 242 (230.5% YoY), mainly for those related to mental health and harassment prevention. Rental users increased largely for contents related to DX and IT skills.

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

(Unit: ID) (Unit: Content)

	2022					
	July	August	September	October	November	December
No. of video contents sold (Outright purchase) *By month (YoY)	104 (182.5%)	108 (127.1%)	152 (104.1%)	157 (218.1%)	139 (147.9%)	242 (230.5%)
No. of rental viewers *by month (YoY)	1,246 (449.8%)	611 (106.4%)	1,037 (158.1%)	1,514 (122.3%)	900 (57.7%)	1,614 (120.4%)
STUDIO (e-Learning) users (MoM)	68,162 (+1,510)	69,076 (+914)	70,258 (+1,182)	71,228 (+970)	71,790 (+562)	73,172 (+1,382)

\*Calculation takes place at the end of every month.

\*The number of outright purchases is calculated from October 2021.

### **4. Client Base**

The total number of registered WEBinsource clients increased to 19,277 organizations (+211 MoM). We are steadily gaining subscribers toward our target of 2,400 for this fiscal year.

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

(Unit: organization)

	2022					
	July	August	September	October	November	December
No. of new subscribers	246	248	204	192	205	211
No. of accumulated subscribers (Progression rate: %)	18,217 (100.8%)	18,465 (111.1%)	18,669 (119.6%)	18,861 (8.0%)	19,066 (16.5%)	19,277 (25.3%)

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

### **5. Contents Development**

The number of new contents developed was 30 for training (On-Site training) and 17 for e-Learning. We have set a FY22 target of 350 for training and 210 for e-Learning, and we are taking steady steps toward the target.

#### **(1) Number of new contents developed**

(Unit: pieces)

	2022					
	July	August	September	October	November	December
No. of new contents for On-Site training	28	20	27	30	30	30
since the beginning of FY (Progression rate: %)	286 (95.3%)	306 (102.0%)	333 (111.0%)	30 (8.6%)	60 (17.1%)	90 (25.7%)
No. of new contents for e-learning	16	16	16	19	21	17
since the beginning of FY (Progression rate: %)	178 (84.8%)	194 (92.4%)	210 (100.0%)	19 (9.0%)	40 (19.0%)	57 (27.1%)

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

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none"><li>▪ Number of On-Site Training conducted (Composition ratio of sales in FY21: 49.5%)</li><li>▪ Attendees at Open Seminars (Same as above: 23.6%)</li><li>▪ Organizations and users of Leaf (Same as above: 12.7%)</li><li>▪ Number of e-learning and videos sold (Same as above: 14.2%)</li></ul>
In several months to 6 months	<ul style="list-style-type: none"><li>▪ Number of registered WEBinsource clients</li></ul> 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.
In 6 months to 2 or 3 years	<ul style="list-style-type: none"><li>▪ Number of new contents developed</li></ul> The increase in the number of trainings, e-Learning and 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.

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.

◇For Excel data of latest KPI , download from <https://www.insource.co.jp/en/ir/insmthdata.html>

※Available from January 4, 2023 at 20:00 JST

\*Microsoft, Excel, Word, Windows, Teams is a trademark or registered trademark of Microsoft Corporation in the United States and other countries.

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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