

May 1, 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 April, 2023

 -Both no. of On-Site Training conducted and attendees at Open Seminars reached record highs;
 113.2% YoY and 115.6% YoY respectively. No. of On-Site Training reached 2,000 for the first time in a month.

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for April, 2023. For the KPI (Key Performance Indicators) impact on business performance, please refer to the “KPI (Key Performance Indicators) and Performance Correspondence Chart.”

1. Training Business

In April, 2023, the number of On-Site Training conducted was 2,192 times (113.2% YoY), of which online training was 271 times (Composition ratio: 12.4%). The number of attendees at Open Seminars was 12,501 (115.6% YoY), of which online attendees were 5,833 (Composition ratio: 46.7%). Both the number of On-Site Training conducted and the number of attendees at Open Seminars reached a record high, and the former reached 2,000 times per month for the first time. Since April is the season for new employee training, there is a great need for practical training, such as in business etiquette, and face-to-face training has increased. Among On-Site Training, DX training increased 138.3% YoY due to the start of a large-scale project.

(1) Monthly number of On-Site Training conducted

(Unit: time)

	2022		2023			
	November	December	January	February	March	April
Number of trainings conducted	1,901	1,394	1,076	1,433	987	2,192
(YoY)	(105.9%)	(104.0%)	(104.1%)	(132.4%)	(113.7%)	(113.2%)
Conducted online	646	518	399	488	286	271
(Composition ratio)	(34.0%)	(37.2%)	(37.1%)	(34.1%)	(29.0%)	(12.4%)
DX-related trainings*	121	105	69	97	52	148
(YoY)	(149.4%)	(172.1%)	(103.0%)	(140.6%)	(81.3%)	(138.3%)

*Consolidated subsidiaries are included.

*DX-related trainings: IT and computer skills trainings. The figures before July 2022 have been changed due to a change in the counting method.

(2) Monthly number of attendees at Open Seminars

(Unit: attendee)

	2022		2023			
	November	December	January	February	March	April
Number of attendees	10,701	9,281	7,590	9,105	9,123	12,501
(YoY)	(125.1%)	(113.6%)	(116.1%)	(121.4%)	(111.7%)	(115.6%)
Conducted online	8,649	7,665	6,448	7,486	7,562	5,833
(Composition ratio)	(80.8%)	(82.6%)	(85.0%)	(82.2%)	(82.9%)	(46.7%)
DX-related trainings	1,210	964	837	1,090	982	1,327
(YoY)	(144.6%)	(95.7%)	(94.2%)	(119.3%)	(92.2%)	(105.7%)

*Consolidated subsidiaries are included.

2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 593 organizations (+5 MoM) and the number of its users increased to 2,612,609 (+60,100 MoM). The cumulative number of orders delivered for Stress Check Support Service was 421 since the beginning of the fiscal year (+9 YoY).

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

(Unit: organization)

	2022		2023			
	November	December	January	February	March	April
No. of paid subscribers (organizations)	545	551	560	568	588	593
(MoM)	(+10)	(+6)	(+9)	(+8)	(+20)	(+5)
(Changes from end of previous FY)	(+23)	(+29)	(+38)	(+46)	(+66)	(+71)
No. of users	2,385,545	2,438,626	2,468,664	2,518,791	2,552,509	2,612,609
No. of customization	5	11	20	27	65	73
Total no. since the beginning of FY						
Web conversion service for appraisal forms	167	168	172	174	184	185
(MoM)	(+1)	(+1)	(+4)	(+2)	(+10)	(+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		2023			
	November	December	January	February	March	April
No. of orders delivered (by month) *	23	59	69	87	171	3
Cumulative no. of orders delivered *	32	91	160	247	418	421
(since the beginning of FY)						
(YoY)	(-3)	(-11)	(+5)	(+18)	(+38)	(+34)
No. of orders to be delivered *	262	257	227	159	20	34
(at the end of month)						
(YoY)	(-18)	(+22)	(+20)	(+10)	(+1)	(+9)

*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 rental viewers increased 143.3% YoY to 1,629, with a large increase in the use of content for new employees, such as business etiquette and business documents. The number of video content sold (outright purchase) increased 42.1% YoY to 93, with an increase in sales of harassment prevention-related content, mainly to private companies.

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

(Unit: ID) (Unit: Content)

	2022		2023			
	November	December	January	February	March	April
No. of video contents sold (Outright purchase)* by month (YoY)	139 (147.9%)	242 (230.5%)	116 (110.5%)	188 (88.7%)	583 (105.6%)	93 (42.1%)
No. of rental viewers* by month (YoY)	900 (57.7%)	1,614 (120.4%)	620 (54.6%)	1,257 (86.7%)	1,616 (137.3%)	1,629 (143.3%)
STUDIO (e-Learning) users (MoM)	71,790 (+562)	73,172 (+1,382)	74,513 (+1,341)	74,699 (+186)	79,335 (+4,636)	81,497 (+2,162)

*Calculation takes place at the end of every month.

4. Client Base

The total number of registered WEBinsource clients increased significantly by 234 MoM, and has continued to exceed our single month target of 200 organizations. Since the number of newly registered clients is an indicator of sales activity, 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		2023			
	November	December	January	February	March	April
No. of new subscribers	205	211	226	276	309	234
No. of accumulated subscribers (YoY * No. of new subscribers)	19,066 (100.5%)	19,277 (82.4%)	19,503 (103.2%)	19,779 (108.2%)	20,088 (112.0%)	20,322 (104.5%)
(Progress rate: %)	(16.5%)	(25.3%)	(34.8%)	(46.3%)	(59.1%)	(68.9%)

*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 15 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		2023			
	November	December	January	February	March	April
No. of new contents for On-Site training	30	30	30	30	30	30
since the beginning of FY	60	90	120	150	180	210
(Progress rate: %)	(17.1%)	(25.7%)	(34.3%)	(42.9%)	(51.4%)	(60.0%)
No. of new contents for e-learning	21	17	14	15	19	15
since the beginning of FY	40	57	71	86	105	120
(Progress rate: %)	(19.0%)	(27.1%)	(33.8%)	(41.0%)	(50.0%)	(57.1%)

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

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

Performance	Related KPIs
Monthly performance	<ul style="list-style-type: none"> ▪ Number of On-Site Training conducted (Composition ratio of sales in FY21: 49.5%) ▪ Attendees at Open Seminars (Same as above: 23.6%) ▪ Organizations and users of Leaf (Same as above: 12.7%) ▪ Number of e-Learning and videos sold (Same as above: 14.2%)
In 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>
In 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, 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.</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.

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

※Available from May 1, 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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