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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 June, 2023**

-No. of On-Site Training conducted (111.3% YoY) and attendees at Open Seminars (119.9% YoY) remained steady

No. of DX On-Site trainings (129.7% YoY) and Open Seminars (153.5% YoY) increased significantly

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for June, 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 June, 2023, the number of On-Site Training conducted was 1,698 times (111.3% YoY), of which online training was 329 times (Composition ratio: 19.4%). The number of attendees at Open Seminars was 10,658 (119.9% YoY), of which online attendees were 8,110 (Composition ratio: 76.1%).

As for DX-related trainings, the number of On-Site Training conducted was 129.7% YoY. The number of attendees at Open Seminars for DX-related trainings increased significantly to 153.5%.

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

(Unit: time)

	2023					
	January	February	March	April	May	June
Number of trainings conducted (YoY)	1,076 (104.1%)	1,433 (132.4%)	987 (113.7%)	2,192 (113.2%)	1,330 (115.2%)	1,698 (111.3%)
Conducted online (Composition ratio)	399 (37.1%)	488 (34.1%)	286 (29.0%)	271 (12.4%)	321 (24.1%)	329 (19.4%)
DX-related trainings* (YoY)	69 (103.0%)	97 (140.6%)	52 (81.3%)	148 (138.3%)	115 (169.1%)	118 (129.7%)

\*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)

	2023					
	January	February	March	April	May	June
Number of attendees (YoY)	7,590 (116.1%)	9,105 (121.4%)	9,123 (111.7%)	12,501 (115.6%)	7,849 (114.4%)	10,658 (119.9%)
Conducted online (Composition ratio)	6,448 (85.0%)	7,486 (82.2%)	7,562 (82.9%)	5,833 (46.7%)	5,907 (75.3%)	8,110 (76.1%)
DX-related trainings (YoY)	837 (94.2%)	1,090 (119.3%)	982 (92.2%)	1,327 (105.7%)	1,117 (158.2%)	1,403 (153.5%)

\*Consolidated subsidiaries are included.

## 2. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 612 organizations (+9 MoM) and the number of its users increased to 2,722,123 (+73,115 MoM). The cumulative number of orders delivered for Stress Check Support Service was 431 since the beginning of the fiscal year (+33 YoY).

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

(Unit: organization)

	2023					
	January	February	March	April	May	June
No. of paid subscribers (organizations)	560	568	588	593	603	612
(MoM)	(+9)	(+8)	(+20)	(+5)	(+10)	(+9)
(Changes from end of previous FY)	(+38)	(+46)	(+66)	(+71)	(+81)	(+90)
No. of users	2,468,664	2,518,791	2,552,509	2,612,609	2,649,008	2,722,123
No. of customization	20	27	65	73	77	84
Total no. since the beginning of FY						
Web conversion service for appraisal forms	172	174	184	185	186	190
(MoM)	(+4)	(+2)	(+10)	(+1)	(+1)	(+4)

\*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)

	2023					
	January	February	March	April	May	June
No. of orders delivered (by month)	69	87	171	3	5	5
Cumulative no. of orders delivered * since the beginning of FY	160	247	418	421	426	431
(YoY)	(+5)	(+18)	(+38)	(+34)	(+30)	(+33)
No. of orders to be delivered (at the end of month)	227	159	20	36	64	123
(YoY)	(+20)	(+10)	(+1)	(+11)	(+21)	(+38)

\*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 sold (outright purchases) was 147 (153.1% YoY), with an increase in sales of information security courses and harassment prevention courses, especially from the public sector and local governments. The number of rental viewers was 822 (43.1% YoY) with increased use of contents related to assessor training for managers and leadership.

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

(Unit: ID) (Unit: Content)

	2023					
	January	February	March	April	May	June
No. of video contents sold (Outright purchase)* by month  (YoY)	116 (110.5%)	188 (88.7%)	583 (105.6%)	93 (42.1%)	87 (127.9%)	147 (153.1%)
No. of rental viewers* by month  (YoY)	620 (54.6%)	1,257 (86.7%)	1,616 (137.3%)	1,629 (143.3%)	615 (113.3%)	822 (43.1%)
STUDIO (e-Learning) users  (MoM)	74,513 (+1,341)	74,699 (+186)	79,335 (+4,636)	81,497 (+2,162)	81,989 (+492)	82,200 (+211)

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

### **4. Client Base**

The total number of registered WEBinsource clients increased significantly by 280 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)

	2023					
	January	February	March	April	May	June
No. of new subscribers	226	276	309	234	264	280
No. of accumulated subscribers  (YoY * No. of new subscribers)	19,503 (103.2%)	19,779 (108.2%)	20,088 (112.0%)	20,322 (104.5%)	20,586 (114.8%)	20,866 (94.6%)
(Progress rate: %)	(34.8%)	(46.3%)	(59.1%)	(68.9%)	(79.9%)	(91.5%)

\*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 20 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)

	2023					
	January	February	March	April	May	June
No. of new contents for On-Site Training	30	30	30	30	30	31
since the beginning of FY	120	150	180	210	240	271
(Progress rate: %)	(34.3%)	(42.9%)	(51.4%)	(60.0%)	(68.6%)	(77.4%)
No. of new contents for e-Learning	14	15	19	15	15	20
since the beginning of FY	71	86	105	120	135	155
(Progress rate: %)	(33.8%)	(41.0%)	(50.0%)	(57.1%)	(64.3%)	(73.8%)

\*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"> <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> <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"> <li>▪ Number of new contents developed</li> </ul> <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 July 3, 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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