

March 3, 2025

To Whom It May Concern,

Insource Co., Ltd.

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Representative Director, President and CEO

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

### KPI (Key Performance Indicators) Progress Report for February 2025

- No. of On-Site Training conducted (112.5% YoY), No. of DX-related On-Site Training conducted (125.5% YoY)  
No. of attendees at DX-related Open Seminars (121.8% YoY), No. of 'Leaf' active users increased steadily (140.8% YoY) -

Insource Co., Ltd. today announced KPI (Key Performance Indicators) Progress Report for February 2025.

#### 1. On-Site Training Business

The number of On-Site Training conducted was 1,714 times (112.5% YoY). Of this, the number of training conducted for private sectors increased to 1,182 (113.9% YoY), and those for DX-related was 177 times (125.5% YoY). In February, we strengthened our efforts to get new orders for new employees training for the next fiscal year. We also strengthened sales activities for training by job level, which would be held from May to June, and focused on building up sales for the third quarter.

#### ■ Monthly no. of On-Site Training conducted

(Unit: time)

	FY23	FY24				
	September	October	November	December	January	February
No. of trainings conducted	1,925	2,410	2,502	1,812	1,520	1,714
(YoY)	(106.4%)	(119.4%)	(118.4%)	(126.3%)	(127.7%)	(112.5%)
Private sector*	1,206	1,519	1,573	1,198	975	1,182
(YoY)	(109.2%)	(118.2%)	(117.7%)	(124.8%)	(127.6%)	(113.9%)
Public sector and government agencies*	719	891	929	614	545	532
(YoY)	(101.8%)	(121.6%)	(119.6%)	(129.3%)	(127.9%)	(109.5%)
DX-related trainings*	162	214	244	143	135	177
(YoY)	(138.5%)	(123.7%)	(133.3%)	(114.4%)	(107.1%)	(125.5%)
Conducted online	395	462	519	338	337	291
(Composition ratio)	(20.5%)	(19.2%)	(20.7%)	(18.7%)	(22.2%)	(17.0%)

\* Consolidated subsidiaries are included.

\* From January 2025, the method for calculating the number of times DX-related training conducted was changed. In order to disclose accurate year-on-year comparisons, the number of times training conducted from October 2023 onwards has also been changed.

## 2. Open Seminars Business

The number of attendees at Open Seminars was 11,064 (106.7% YoY) and the number of attendees for DX-related training was 1,639 (121.8% YoY). In February, the number of attendees taking OA/IT skills training increased by developing DX related trainings that are tailored to the practical needs of the industry and sector, and we added more training dates. In addition, we added more dates after March for face-to-face training where attendees come and visit the classrooms in order to meet the increasing demand.

### ■ Monthly no. of attendees at Open Seminars

(Unit: attendee)

	FY23	FY24				
	September	October	November	December	January	February
No. of attendees	12,945	13,602	14,138	12,537	9,624	11,064
(YoY)	(107.9%)	(125.4%)	(121.9%)	(119.8%)	(107.7%)	(106.7%)
DX-related trainings*	1,432	1,419	1,539	1,732	1,466	1,639
(YoY)	(97.9%)	(119.4%)	(106.4%)	(114.4%)	(110.4%)	(121.8%)
Conducted online	8,548	8,381	8,845	8,558	6,496	7,557
(Composition ratio)	(66.0%)	(61.6%)	(62.6%)	(68.3%)	(67.5%)	(68.3%)

\*Consolidated subsidiaries are included.

## 3. Client Base

The number of WEBinsource acquisitions in February was 227, achieving the monthly target of 200. The number of new WEBinsource registrations directly contributes to sales growth in Open Seminars. The acquisition of one WEBinsource registration in FY23 had the effect of increasing revenue by 147 thousand yen in the Open Seminars Business.

### ■ WEBinsource: Total no. of subscribers (organizations)

(Unit: organization)

	FY23	FY24				
	September	October	November	December	January	February
No. of new subscribers*	193	203	196	184	209	227
No. of accumulated subscribers	24,434	24,637	24,833	25,017	25,226	25,453
(YoY * No. of new subscribers)	(85.8%)	(110.3%)	(88.3%)	(86.0%)	(90.9%)	(90.8%)
(Progress rate: %)	(116.3%)	(8.5%)	(16.6%)	(24.3%)	(33.0%)	(42.5%)

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

#### 4. IT Services Business

The number of paid subscribers for Leaf (HR support system) reached 793 organizations (118.4% YoY) and the number of its active users increased to 4,408,232 (140.8% YoY). The total number of orders delivered for Stress Check Support Service was 110 (FYTD 110.3% YoY). This month, we were handling an increase in applications to start using Leaf from the new fiscal year in April.

**(1) “Leaf (HR support system)”: No. of paid subscribers (organizations), no. of active users, no. of customization** (Unit: organization)

	FY23	FY24				
	September	October	November	December	January	February
No. of paid subscribers (organizations)	741	755	766	778	788	793
(YoY)	(116.1%)	(116.9%)	(116.8%)	(117.5%)	(118.3%)	(118.4%)
No. of active users	4,070,715	4,203,491	4,282,138	4,342,426	4,387,595	4,408,232
(YoY)	(140.6%)	(143.1%)	(141.3%)	(141.9%)	(142.3%)	(140.8%)
No. of customization	133	5	11	17	20	31
Total no. since the beginning of FY						
(YoY)	(109.0%)	(250.0%)	(183.3%)	(113.3%)	(111.1%)	(155.0%)

\*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: No. of orders delivered (organizations)**

(Unit: organization)

	FY23	FY24				
	September	October	November	December	January	February
No. of orders delivered* (by month)	77	24	38	101	101	110
Cumulative no. of orders delivered since the beginning of FY*	580	24	62	163	264	374
(YoY)	(116.9%)	(88.9%)	(88.6%)	(119.0%)	(109.5%)	(110.3%)

\*Note that the actual sales will be recorded after clients' inspection.

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

## 5. e-Learning/video Business

The number of contents sold (outright purchases) was 135.3% YoY, and the that of video production and customization projects was 184.6% YoY. The number of viewers in the video rental plan increased to 1,743 (116.4% YoY). The number of applications for the outright purchase of videos related to legal and institutional revisions increased. In addition, inquiries about video customization increased towards the end of the fiscal year.

### ■e-Learning/videos: No. of video contents sold, no. of video productions, no. of rental viewers, no. of STUDIO subscription users (IDs) (Unit: ID) (Unit: Content)

	FY23	FY24				
	September	October	November	December	January	February
No. of video contents sold (Outright purchase)* by month (YoY)	195 (151.2%)	157 (130.8%)	184 (180.4%)	190 (84.4%)	148 (95.5%)	230 (135.3%)
No. of video production and customization projects* by month (YoY)	23 (255.6%)	7 (175.0%)	23 (164.3%)	13 (59.1%)	37 (462.5%)	24 (184.6%)
No. of rental viewers* by month (YoY)	1,448 (134.7%)	1,337 (82.8%)	1,276 (114.9%)	1,514 (127.8%)	936 (129.1%)	1,743 (116.4%)
STUDIO (e-Learning) users* by month (MoM)	93,576 (+1,955)	107,279 (+13,703)	107,817 (+538)	108,138 (+321)	105,100 (-3,038)	105,292 (+192)

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

## 6. Inquiries

In February, we received 543 inquiries, and achieved our monthly target of 500 inquiries. Our target is to acquire 500 inquiries per month. In FY23, each acquisition of one inquiry had the effect of increasing revenue by 329 thousand yen. We are continuing to make improvements to the website and implement campaign measures in order to meet the monthly target.

### ■No. of Inquiries

	FY23	FY24				
	September	October	November	December	January	February
No. of inquiries YoY	455 (104.1%)	544 (105.0%)	504 (117.9%)	432 (93.0%)	561 (111.4%)	543 (92.3%)
Since the beginning of FY	6,052	544	1,048	1,479	2,040	2,583

\*Inquiries refer to those that lead to increased sales, such as business negotiations, visits, proposals, quotations, sending materials, and system demonstrations, which are received via Web inquiry forms, e-mails, and telephone calls. The calculation method has been changed since the first quarter of FY23.

## 7. Contents Development

The number of contents developed totaled 31 for training (On-Site Training) and 19 for videos and e-Learning. This month, we created new videos and e-Learning contents that are designed to meet the DX literacy standards. We also developed training that reflects the content of the Tokyo Metropolitan Government's ordinance to prevent customer harassment, which is due to be enforced from April.

### ■No. of new contents developed

(Unit: titles)

	FY23	FY24				
	September	October	November	December	January	February
No. of new contents for On-Site Training	30	30	30	30	30	31
since the beginning of FY	366	30	60	90	120	151
(Progress rate: %)	(101.7%)	(8.3%)	(16.7%)	(25.0%)	(33.3%)	(41.9%)
Of which, no. of Digital skills	5	5	7	6	12	10
since the beginning of FY	115	5	12	18	30	40
No. of new contents for e-Learning	23	20	25	27	23	19
since the beginning of FY	257	20	45	72	95	114
(Progress rate: %)	(102.8%)	(8.0%)	(18.0%)	(28.8%)	(38.0%)	(45.6%)

\*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 FY23: 47.2%)</li> <li>Number of Attendees at Open Seminars (Same as above: 24.5%)</li> <li>Number of Organizations and Users of Leaf (Same as above: 14.6%)</li> </ul>
1 month to 3months	<ul style="list-style-type: none"> <li>Number of inquiries</li> </ul> <p>Negotiations, visits, proposals, quotes, sending materials, confirming prices, purchasing or adding Smart Packs, and requests for system demonstrations are all factors in the client's decision to use our services. This is a leading performance indicator for three months from the current month.</p>
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 have the 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 SMBs 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>An increase in the number of content developments, such as training, e-Learning, and videos, 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>

Based on our classification of private-sector client segments by the size of their employees, we conduct sales activities.

- Large Enterprise (LE): Large and Second-tier companies (2,000 or more employees)
- Medium Market Business (MM): Medium-sized companies (300-1,999 employees)
- Small Medium Business (SMB): Medium-sized companies and Small and growing companies (Less than 299 employees)

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 March 3, 2025 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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