

## Institutional Shareholder Services

“The Global Leader in Corporate Governance”

Bringing nearly three decades of experience & global scale, ISS provides industry-leading solutions to institutional investors, corporations and governance practitioners.

For thirty years, ISS has remained true to its mission: *Enabling the financial community to manage governance risk for the benefit of shareholders.*

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Institutional Shareholder Services Inc. (ISS) is the world’s leading provider of corporate governance solutions for asset owners, hedge funds, and asset service providers. ISS’ solutions include objective governance research and recommendations, end-to-end proxy voting and distribution solutions, turnkey securities class-action claims management, and reliable global governance data and modeling tools.

Institutional clients turn to ISS to apply their corporate governance views, identify governance risk, and manage their complete proxy voting needs on a global basis.

ISS is a global company with more than 800 employees spread across 15 offices in 10 countries. ISS covers approximately 38,000 companies in 115 countries, delivering proxy research and vote recommendations on nearly 28,000 companies each year and working closely with clients to execute more than 7.5 million ballots representing 4 trillion shares. Our flexible coverage universe expands correspondingly with our clients’ holdings.

ISS analysts have unique expertise and insight on the governance landscape, local market voting practices and regulatory requirements, along with expertise in varied fields such as law, M&A, compensation, and analytics.

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Website:

[www.issgovernance.com](http://www.issgovernance.com)

### Job Openings:

- 1. Desktop Technical Services Intern**
- 2. ESG Junior Analyst**
- 3. ESG Research Analyst (Controversy Watch)**
- 4. ESG Research Analyst (Focus On Social Or Anti-Corruption Issues)**
- 5. ESG Research Analyst (Sector-Based Screening)**
- 6. Agile Full Stack/Front-End .Net Software Developer**
- 7. Corporate Governance Data Analyst**
- 8. Operations Junior Analyst**
- 9. Research Analyst**
- 10. Custom Research Analyst**
- 11. GPD Operations Analyst**

## **DESKTOP TECHNICAL SERVICES INTERN**

### **Overview**

The Desktop Technical Services Intern is a contributor to ISS's global customer support organization. The position is a component to delivering high quality services to our internal client and joins our IT team providing in-house technical PC hardware and software support. A successful Technical Services team member is people-orientated and enjoys the challenge of resolving functional/technical questions and/or issues in a timely manner with in person interactions, on the phone, through chat vehicles, and remote connections. Solid technical expertise, willingness to learn and excellent customer care skills are essential for this role.

### **Responsibilities**

- Serve as the "Face of IT" to the customer community, providing a positive experience and reflecting a positive image of IT overall.
- Hands on experience building, configuring, and supporting PCs and laptops as well as loading software, and conducting audits for unlicensed software.
- Experience troubleshooting hardware issues and replacing hardware on both desktop and laptop PCs.
- Independently install, configure and support ongoing usability of desktop computers, peripheral equipment and software.
- Experience installing software, patches, updates on Desktops, Laptops, and Servers.
- Experience troubleshooting basic network, software, and printing problems.
- Excellent communicator with business users, team members and Service desk team members regarding status of activities.
- Accept user calls, submitted tickets, manages work queue, and responds to work queues for the majority of the work day.
- Tracks and maintains hardware inventory including need to dispose or procure new hardware.
- Works with procurement staff to purchase hardware and software.
- Maintain ongoing communication with customers, keeping them up-to-date with the progress of their tickets. Serve as a liaison between other support teams and the customer as required.
- Other duties as assigned.

### **Qualifications**

- Experience in building, installing, configuring PCs.
- Knowledge of structured Service Desk functions and operation under ITIL framework
- Excellent written and verbal communication skills, telephone manner and a friendly disposition.
- Show initiative when attempting to resolve incidents and requests to provide the best service possible.
- Ability to learn new concepts and business processes rapidly with the enthusiasm to deliver high quality service.
- Able to remain calm and focused in a highly pressurized and time orientated environment
- Ability to coordinate & prioritize effectively & efficiently

# ESG JUNIOR ANALYST

## Overview

### About ISS-oekom

Originally founded in 1993 and formerly known as oekom research before joining ISS in March 2018, ISS-oekom is one of the world's leading ESG research and rating agencies for sustainable investments with an unsurpassed rating methodology and quality recognition. As an experienced partner of institutional investors and financial service providers, ISS-oekom analyzes companies and countries with respect to their environmental, social and governance performance, covering the most relevant equity and bond issuers on a global basis.

For more than 30 years, Institutional Shareholder Services Inc. (ISS) has been the world's leading provider of corporate governance and responsible investment (RI) solutions for asset owners, asset managers, hedge funds, and asset service providers. Institutional clients turn to ISS to apply their corporate governance views, identify governance risks, and manage their complete proxy voting needs on a global basis.

ISS is a global company, with more than 1000 employees spread across 19 offices in 13 countries. A career with ISS offers you international experience in working with market-leading experts that enable investors to incorporate corporate governance & responsible investment in their policies and practices.

### Position Overview

We are seeking an **ESG Junior Analysts (Corporate Rating or Product Portfolio Assessment)**, to join our dynamic research team in Manila, supporting the collection of data and analysis of corporate ESG strategies and performance.

The successful candidate will be part of the ISS-oekom research team, that specializes in assessing the environmental and social performance of the world's most relevant companies and in compiling research reports. The team conducts analysis covering a continuously expanding universe of more than 4,000 companies across major global indices (large, mid and small cap). The oekom Corporate Rating provides investors with a basis for their investment decisions and provide companies with a valuable benchmark. The oekom Sustainability Solutions Assessment (oSSA) offers investors detailed information and data on the extent to which companies further or hinder the attainment of the UN Sustainable Development Goals or individual sustainability topics (such as climate change, water, health) through its product and service range.

The majority of rating analysts are currently based in Munich (Germany), but teams in Berlin (Germany), Rockville (USA) and Manila (Philippines) are currently being established. The successful candidate will need to be able to work both independently and collaboratively with the team across different locations.

## **Responsibilities**

The following activities are representative of the different functions for the team:

### **Corporate Rating**

On a daily basis, ESG rating analysts conduct desktop research to evaluate a company's performance in several areas, including working standards and conditions, supply chains, ESG governance, environmental management, emission and resource consumption data as well as several sector-specific key issues. This involves reviewing company documents such as sustainability reports, annual reports and corporate identifying relevant topics and analyzing them using a comprehensive set of rating rules. Research involves both qualitative and quantitative analysis and the findings are interpreted and summarized in reports. Rating analysts apply a logical and methodical approach to work and pay attention to detail in order to achieve accurate and reliable results. Being able to see the big picture as well as critical thinking are considered key factors for success. ESG Junior Analysts typically specialize in social or environmental topics, in sectors (e.g. financials, extractives) and/or in markets (e.g. US companies). The ideal candidate has experience with or an interest in sustainability topics.

#### **Main responsibilities:**

- Review and analyze company documents (e.g. sustainability reports, annual reports, company websites) to evaluate companies' ESG performance and strategies and compile rating reports
- Data collection and interpretation as well as justification and documentation of conclusions
- Draft short reports based on results
- Collaborate with other team members abroad
- Acquire and maintain advanced understanding of sustainability topics
- Learn and correctly apply a set of comprehensive evaluation guidelines
- Actively participate in special projects

### **Product Portfolio Assessment**

On a daily basis, ESG rating analysts specialized in the oekom Sustainability Solutions Assessment will research and assess the impact of company product and service portfolios on sustainable development. Through desktop research, the analysts examine company documents such as annual reports and corporate websites as well as internal databases to identify products and services that either contribute to or obstruct the resolution of social and environmental challenges and calculate their revenue shares. The set of relevant major social and environmental challenges is closely linked to the 16 UN Sustainable Development Goals. Product groups with a positive impact include renewable energy, healthy food, and green buildings, while tobacco, combustion engines, alcohol or fossil fuels are examples of controversial products. Following a detailed set of evaluation criteria, the analysts are required to classify products and calculate or estimate respective net sales.

The ideal candidate is proficient in English, has an analytical mindset, is already familiar with corporate analysis or corporate documents, has an affinity for numbers as well as an interest in technology and sustainability topics, and works systematically and with great attention to detail.

#### **Main responsibilities:**

- Review and analyze company documents (e.g. annual reports, corporate website, sustainability topics) to identify the impact of companies' products and services portfolios on

sustainable development, including calculation or estimation of corresponding revenue shares

- Data collection and interpretation as well as justification and documentation of conclusions
- Collaborate with other team members abroad
- Acquire and maintain advanced understanding of sustainability topics
- Actively participate in special projects

### **Qualifications**

- Bachelor's or Master's Degree (a degree in a relevant field such as environmental science or international human rights is desirable but not required)
- Excellent English language skills, both written and oral (Fluency in Japanese, Korean or Mandarin is a bonus)
- Strong research and analytical skills, including critical thinking and ability to integrate various sorts of data and information in the analysis
- Methodical and thorough in all tasks undertaken
- Ability to quickly process large amounts of data and information
- Ability to work towards deadlines
- Critical thinking and the ability to integrate various sorts of data and information in decision-making
- Good interpersonal skills, including the ability to work both independently and as a member of a team
- Understanding of corporate structures and business models, sustainability topics or key sectors is an advantage
- An affinity for numbers is desirable

## ESG RESEARCH ANALYST (CONTROVERSY WATCH)

### Overview

We are immediately seeking a **Senior ESG Research Analyst (Controversy Watch) in Manila** to join our Global Norms Research team to support our review of corporate performance against responsible investment standards.

The Global Norms team conducts research and analysis into allegations of corporate involvement in practices or activity that are in conflict with international standards and guidelines, as recognized in the United Nations (UN) Global Compact and Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises. The team compiles analysis reports on over 15,000 publicly listed companies, covering the constituents of major global indices (large, mid and small cap). This research assists investors make decisions regarding companies' adherence to global norms on anti-corruption, human rights, environmental protection and labour standards. The Global Norms team consists of two departments: Norms-Based Research and Controversy Watch. The successful candidate will join Controversy Watch, which is responsible for monitoring ESG related news from media and stakeholder sources to support investors and issuers in assessing exposure to immediate reputational risks, prospective financial, operational and legal risks.

The ideal candidate will have prior experience within the fields of RI, Corporate Social Responsibility (CSR) or Sustainability, with a focus on the management and performance of companies against responsible investment standards. They will also have strong research, writing and management skills. Analysts are, on a daily basis, required to review and assess allegations of a corporate failure to respect established norms. The candidate will be able to review and prioritise effectively to deadlines. The Global Norms Research team is based in Stockholm (Sweden) and Manila (Philippines) and the successful candidate will be able to work independently and collaboratively with the team to review the reports compiled.

### Responsibilities

- Desk research
- Alerting clients of ESG controversies
- Product development
- Review of analysis reports by other members of the team
- Presentation of analysis findings for investors

### Qualifications

Professional skills and qualifications:

- 3-5 years of relevant experience
- Strong research and analytical skills
- Strong academic qualifications (Masters in relevant field, such as international relations/law/politics/environmental science desirable but not required.)
- Excellent user of Microsoft Office (Excel, Word, PowerPoint)
- Excellent language skills, both written and oral. (Required **fluency in English; fluency in Spanish and/or Portuguese is highly desirable; fluency in Japanese, Korean, Mandarin or Russian is desirable**)
- Excellent communication skills

Personal skills:

- Excellent attention to detail
- Ability to work towards deadlines
- Ability to manage a team
- Methodical and thorough approach to work
- Well-Organized
- Good at juggling tasks and prioritizing
- Strong interpersonal skills, including the ability to work both independently and as a member of a team to coordinate and lead the efforts of other professionals
- A desire to show initiative

## **ESG RESEARCH ANALYST (FOCUS ON SOCIAL OR ANTI-CORRUPTION ISSUES)**

### **About ISS-ESG**

Founded in 1985, ISS is the world's leading provider of corporate governance and responsible investment solutions for asset owners, asset managers, hedge funds, and asset service providers. ISS' solutions include objective governance research and recommendations; environmental, social and governance ("ESG") risk data, analytics, and research; end-to-end proxy voting and distribution solutions; turnkey securities class-action claims management; and reliable global governance data and modeling tools. Clients rely on ISS' expertise to help them make informed corporate governance decisions. ISS has more than 1,200 employees in 19 offices in 13 countries.

ISS continues to grow in order to meet client demands for extra-financial data, research, analytics and advisory services to aid in investment decision-making and portfolio monitoring. ISS significantly enhanced its ESG capabilities by forming its ISS ESG business unit through the acquisitions of Ethix SRI Advisors in 2015, IW Financial in 2017, the investment climate data division of the South Pole Group, also in 2017, and, most recently, in March 2018, oekom research AG. ISS ESG is now uniquely positioned to offer actionable ESG solutions that inform investment decisions, support company engagements, and support a variety of ESG reporting initiatives.

### **Position Overview**

We are immediately seeking **an ESG Research Analysts (Focus on Social or Anti-Corruption Issues) in Manila** to join our Norm-Based Research team.

The Norm-Based Research team conducts research and analysis into allegations of corporate involvement in practices that are in conflict with international standards and guidelines, as recognized in the United Nations (UN) Global Compact and Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises. The team compiles analysis reports on over 15,000 publicly listed companies, covering the constituents of major global indices (large, mid and small cap). This research assists investors make decisions regarding companies' adherence to global norms on anti-corruption, human rights, environmental protection and labour standards.

The Norm-Based Research team is currently based in Stockholm (Sweden) and Manila (Philippines), with imminent expansion in Rockville (United States).

### **Responsibilities**

- Conduct desk research into alleged corporate involvement in specific activities or practices that may be in conflict with established international standards and guidelines, reviewing information presented by stakeholders and companies (e.g. Annual Reports, sustainability reports, company websites), and engaging in dialogue with companies and stakeholders
- Write standardized research reports and participate in peer review process
- Present research findings to clients and respond to client queries
- Participate in and contribute to team processes focused on strengthening our ESG product offering

### **Required Skills:**

Professional skills and qualifications:

- Proven research and analysis skills
  - Strong academic qualifications (Degree in relevant field, such as international relations, law, politics, environmental science desirable but not required)
- 3-5 years of research experience
- Advanced use of Microsoft Office (Excel, Word, PowerPoint)
- Excellent language skills, both written and oral. (Required **fluency in English; fluency in Spanish and/or Portuguese is highly desirable; fluency in Japanese, Korean, Mandarin or Russian is desirable**)
- Solid writing skills
- Strong interest in business, finance and international politics
- Good understanding of international norms related to ESG, responsible investment, and sustainability

Personal skills:

- Attention to detail
- Methodical and thorough approach to work
- Ability to work towards deadlines, manage tasks and prioritize
- Methodical and thorough approach to work
- Well organized
- Good at juggling tasks and prioritizing
- Strong interpersonal skills, including the ability to work both independently and as a member of a team to coordinate and lead the efforts of other professionals
- A desire to show initiative



## **ESG RESEARCH ANALYST (SECTOR-BASED SCREENING)**

### **About ISS-ESG**

Founded in 1985, ISS is the world's leading provider of corporate governance and responsible investment solutions for asset owners, asset managers, hedge funds, and asset service providers. ISS' solutions include objective governance research and recommendations; environmental, social and governance ("ESG") risk data, analytics, and research; end-to-end proxy voting and distribution solutions; turnkey securities class-action claims management; and reliable global governance data and modeling tools. Clients rely on ISS' expertise to help them make informed corporate governance decisions. ISS has more than 1,200 employees in 19 offices in 13 countries.

ISS continues to grow in order to meet client demands for extra-financial data, research, analytics and advisory services to aid in investment decision-making and portfolio monitoring. ISS significantly enhanced its ESG capabilities by forming its ISS ESG business unit through the acquisitions of Ethix SRI Advisors in 2015, IW Financial in 2017, the investment climate data division of the South Pole Group, also in 2017, and, most recently, in March 2018, oekom research AG. ISS ESG is now uniquely positioned to offer actionable ESG solutions that inform investment decisions, support company engagements, and support a variety of ESG reporting initiatives.

### **Position Overview**

We are immediately seeking for an **ESG Research Analysts in Manila**, to join our Sector-Based Screening team in the data collection and analysis concerning corporate involvement in certain products and services.

The Sector-Based Screening (SBS) team conducts research and analysis into corporate involvement in controversial products such as tobacco, alcohol, gambling, as well as products that contribute positively to social and environmental challenges, such as renewable energy. The team compiles analysis reports covering over 20,000 companies across major global indices (large, mid and small cap). This research assists investors select investee companies in line with their policies for responsible investments, as well as implement compliance restrictions based on legislative requirements or clients' ethical choices.

Analyst, on a daily basis, required to review and assess corporate involvement in controversial activities, discuss and communicate matters with regard to Sector-Based Screening product and sector-based industry issues to both external and internal stakeholders, and be able to review and prioritize deadlines effectively. The ideal candidate should have prior experience within the fields of RI, Corporate Social Responsibility (CSR) or Sustainability, strong research and writing skills in addition to a high competency on verbal communication.

The Sector-Based Screening team is based in Stockholm (Sweden), Manila (Philippines) and Rockville (United States). The successful candidate will need to be able to work independently and collaboratively with the team.

## **Responsibilities**

### 1. Maintain and develop Sector-Based Screening (80%)

- Evaluate and analyze company involvement through desk research
- Periodically contribute to updates of SBS research methodologies and other operational documents
- Present research findings to clients and respond to client queries.

### 2. Contribute to knowledge building and knowledge sharing (20%)

- Engage in dialogue with companies, industry groups and other stakeholders
- Contribute to research papers
- Analyze research reports by other members of the team

## **Desired Skills and Experience**

### Professional skills and qualifications:

- Proven research and analysis skills
  - Strong academic qualifications (degree in economics or in a field of relevance to the understanding of specific industries; e.g. e.g. agriculture, oil and gas, mining, utilities, pharmaceutical, biotechnology)
- Advanced use of Microsoft Office (Excel, Word, PowerPoint)
- Fluency in English; additional language capabilities are an asset
- Solid writing skills
- Strong interest in business, finance and international politics
- Good understanding of ESG, responsible investment, and sustainability

### Personal skills:

- Excellent attention to detail
- Excellent written communication and interpersonal skills
- Ability to work towards deadlines, manage tasks and prioritize
- Methodical and thorough approach to work
- Strong interpersonal skills, including the ability to work both independently and as a member of a team to coordinate and lead the efforts of other professionals
- A desire to show initiative

# AGILE FULL STACK/FRONT-END .NET SOFTWARE DEVELOPER

## Overview

This person will be a key member of the Technology team in Manila working closely with our team in Stockholm (Sweden) and will be focused on building the next generation of our platform for Environmental, Social, and Governance (ESG) research and investment products, working with the frontends and underlying web services and of applications for researchers inside the company and for our client. This person will be an experienced and creative front-end developer with experience in .NET who embraces agile and test driven development. As a member of a global team, this person will need to develop and maintain productive working relationships with teams across geographic regions.

## Responsibilities

- Bring expertise to the design of user interfaces, flow and interactions of the internal and external platforms
- Create and maintain our Environmental, Social, and Governance (ESG) research and analytics platform using .NET, focusing both on frontend and web services development
- Design and maintain the test framework using test-driven development principles

## Qualifications

- Excellent interpersonal, communication skills and a flexible approach
- Well organized, thorough and detailed, with a creative approach to problem solving
- Highly motivated, team work, highly proactive and with initiative
- **At least 3 years relevant experience** gained within a demanding software development environment where the usability of the product is crucial to the business
- **At least 3 years experience** with C# and the .NET framework and with modern web development on the Microsoft platform
- **Speaks HTML and CSS fluently**
- Experience with test driven development
- Experience with agile development
- **Experience with MVVM Frameworks for the web, like Aurelia / Durandal / AngularJS / React**
- Knowledge of Typescript or Javascript
- Ability to identify and proactively identify architectural weaknesses and recommend solutions
- **Fluency in English is required**
- Bachelor's degree in related field
- **A genuine interest in user experience and graphical design is not required but appreciated**
- Familiarity with SOLID, DRY, and KISS principles
- Familiarity with REST APIs, ideally with ASP.NET Web API

## **CORPORATE GOVERNANCE DATA ANALYST**

### **Responsibilities**

- Search for, collect and verify data (of basic and intermediate levels of complexity) for companies under his/her assigned market based on current collection methodologies and acceptable sources
- Attend to internal/client queries and requests to ensure data captured is aligned with data methodology and policy guidelines
- Comply with established work process standards to ensure quality of data collected
- Meet pre-determined turn-around goals for work assignments
- Escalate data interpretation issues, as needed
- Perform root-cause analysis if data issues are identified
- Update internal documents for performance metrics monitoring
- Participate in working committees/ projects and/or tasks aside from his/her core responsibilities
- Maintain appropriate paper and electronic files as required by ISS and client file retention policies

### **Qualifications**

- Degree in Business, Legal Management, Finance, Economics, Accounting, Social Sciences, Communication or any equivalent/related course;
- Knowledge and experience in using MS Office;
- Excellent English communication (both oral and written) and reading comprehension skills;
- Strong analytical and problem solving skills, with clear attention to detail;
- Ability to prioritize and work under tight deadlines;
- Fast learner, able to master new concepts, theories, ideas and processes with ease;
- Willingness to work beyond traditional working hours/days as required by the business;
- Experience in data collection and analysis, corporate governance and business research would be an advantage.

**FRESH GRADUATES ARE ENCOURAGED TO APPLY**

## **OPERATIONS JUNIOR ANALYST**

### **Overview**

- Monitor the processes by which information and data are added to or exported from production systems through electronic data feeds and other media.
- Maintain data to ensure quality of mission critical information using both proprietary applications and commonly used business software applications.
- Work with account managers and client on boarding to ensure that required client data is received in a timely and high quality manner.
- Ensure comprehensive audit trails are in place for data that is received from or sent to production systems.
- Support development of training documentation and systems to support growing team.

### **Responsibilities**

In addition to the above operations responsibilities, the following activities are representative of the different functions for the team:

#### **Global Meeting Services**

- Monitoring corporate action events such as shareholders meetings from various sources like EDGAR, SEDAR and Stock Exchanges of each market
- Procuring relevant shareholder meeting documents such as Annual Report, Notice of the Meeting, Information Circular, Proxy Form and other Corporate Governance documents
- Contacting the companies or issuers by email or phone for engagements
- Collecting meeting details such as the date, type, record date, location, time, voting instructions
- Ascertaining securities (ISIN, SEDOL, CUSIP and CINS) that have the relevant voting rights in a meeting
- Extracting the meeting agenda and encoding it to the database to make clients aware of the agenda /resolutions that will be voted at the meeting
- Inputting correct Voting Instructions such as the Valid Vote Options; Market Deadline Date and details of the Registrars
- Collecting results of the meetings and inputting it to the database
- Assisting in any other relevant projects that might be assigned from time to time

#### **Global Proxy Distribution Operations**

- Processes vote instructions from clients of GPD banks through to the banks' local market sub custodians in the agreed upon method and format (SWIFT, fax, email, online voting).
- Completes any additional paperwork needed to support a vote instruction such as proxy cards, power of attorney, etc.
- Performs tasks under the direct voting to the registries service such as completion of proxy cards and uploading of vote files to the registry's portal.
- Assists the account managers in answering incoming client inquiries.
- Coordinates with the sub custodians regarding rejected vote instructions as advised by the local sub custodians, as well as, requirements to lodge vote instructions for meetings with special instructions.

- Maintains sub-custodians' contact information, SWIFT addresses, instruction delivery preferences and formats.
- Accomplishes the daily workload through the internal proprietary application GPD Manager.
- Reviews regular automated reports which serve as review or audit of Ballot Generation and Vote Execution processes.
- Contributes ideas, efforts for efficiency and improvement of processes where appropriate.
- Performs other duties as assigned.

### **Securities Class Action Research**

- Maintains Securities Class Action Services database by extracting relevant data from research sources, entering such data into the SCAS research system accurately and efficiently, and perform audit on newly updated information in the database.
- Participates in team discussion and identifies SCAS relevant events and legal developments
- Support database clean-up and backfill initiatives by performing checks and reviews on existing cases.
- Abide internal controls and procedures to comply with SSAE 16
- Responds to client inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.

### **Voting Operations – Ballot Ingestion**

- Monitor and resolve all ballot entry related issues within ISS systems.
- Act as a Subject Matter Expert for receipt and entry of non-electronic ballots.
- Coordinate with our Client Service teams to ensure that entry requests related to proxy voting and record keeping are efficiently resolved.
- Responsible for operations specific Key Performance Indicators.
- Timely resolution of workflow related processes and internal questions.
- Additional duties as assigned by manager.

### **Voting Operations – Custodian Operations**

- Procure and process custodian account information to meet desired turn-around goals.
- Develop and refine relationship with Custodian banks.
- Single POC for all assigned custodian specific inquiries.
- Responsible for operations specific Key Performance Indicators.
- Timely resolution of workflow related processes and internal questions.
- Perform Quality Assurance activities to ensure proper execution of assigned tasks.
- Coordinate with account managers to resolve issue identified during Master Account List review cycles.
- Additional duties as assigned by manager.

## **Voting Operations – Vote Execution**

- Serve as a subject matter expert with regards to the flow of proxy ballots and any meeting specific issues.
- Monitor and resolve voting related issues for a specific set of ISS clients.
- Act as a proxy voting consultant for both our external clients and our internal teams in respect to our voting systems and processes.
- Coordinate across multiple ISS teams to ensure that voting questions and issues are resolved promptly.
- Responsible for operations specific Key Performance Indicators.
- Timely resolution of workflow related processes and internal questions.
- Additional duties as assigned by manager.

## **DESIRED EXPERIENCE AND QUALIFICATIONS:**

- Bachelor's degree
- Excellent oral and written communications
- Excellent organizational and administrative skills
- Strong computer skills with office applications
- Team player and an excellent relationship builder
- Demonstrated analytical skills with strong attention to detail
- Demonstrated Project Management skills – defining of scope, resources and time lines, and managing to deliverables
- Innovative, motivated, client-oriented and commercially-aware thinker
- Absolute personal and business integrity

**FRESH GRADUATES ARE ENCOURAGED TO APPLY**

## **RESEARCH ANALYST**

### **Overview**

The main responsibility is to perform and analyze proxy statements to complete proxy analyses for shareholders' meetings of publicly traded companies covered by ISS' Research team.

This position will be based in **Manila**, and will report to the lead of Research handling a specific market.

### **Responsibilities**

- Gain understanding of investment and shareholder issues gathered through fundamental research
- Distill financial and corporate governance information to write research reports and issue proxy vote recommendations based on ISS' policy guidelines
- Maintain advanced understanding of compensation, board issues, and shareholder rights
- Answer internal or external issuer queries on research reports and able to discuss policy issues
- Actively participate in various working committees and/or special projects

### **Qualifications**

- Bachelor's degree in Economics, Finance, Accounting, or equivalent
- Knowledge in investment analysis and/or financial research, or other business related area
- Basic analytical ability and financial understanding of investment issues
- Strong oral and written communication skills
- Ability to work within a team oriented environment
- Strong attention to detail, organization skills, and ability to prioritize multiple tasks
- Understanding of corporate governance issues, corporate transactions, and capital markets
- Moderate knowledge of Microsoft Office and Microsoft Excel
- Open for seasonal employment

**FRESH GRADUATES ARE ENCOURAGED TO APPLY**



# CUSTOM RESEARCH ANALYST

## Overview

ISS is seeking a talented and experienced Corporate Governance Research Analyst to join its Custom Research team based in Manila. ISS' Custom Research team partners with clients to fully optimize their corporate governance program through the provision of governance expertise as well as customized deliverables. Custom Research Analysts, working as members of regional teams, help clients develop and/or implement customized guidelines that reflect the clients' unique corporate governance philosophy. Using Policy Engine, a data-driven automation tool for base policy automation, in conjunction with analyst expertise on the subject of corporate governance, the Custom Research team provides clients with customized vote recommendations based on their respective proxy voting guidelines.

As part of providing end-to-end management of client policies, the team keeps clients apprised of new trends and emerging proposals that have garnered increased interest in the investment community and assists clients in developing and implementing policies on these new issues. Join ISS' Custom Research team to become an authoritative voice on global corporate governance developments and help the largest institutional investors to leverage the latest research in their proxy voting activities.

## Responsibilities

- Issue insightful, grounded, well-reasoned proxy vote recommendations and rationale based on client-specific proxy voting guidelines;
- Gather corporate governance data based on information in the company's public documents;
- Engage with institutional investors to update, develop or formulate their proxy voting guidelines in line with the most recent trends in corporate governance and responsible investment;
- Research policy-related issues, and support teammates in their completion of client projects as needed;
- Contribute to seasonal reviews, client calls, and client-focused research reports;
- Answer internal and external queries on research analyses, and discuss policies and vote recommendations as appropriate;
- Participate in and actively contribute to ISS policy formulation and update efforts;
- Work with Corporate Technology to develop, enhance and test new applications that will benefit our clients and the company as a whole;
- Work closely with Sales and Account Management counterparts to ensure overall positive client experience.

## Qualifications

- Bachelor's degree in Economics, Finance, Accounting, or equivalent
- Knowledge in investment analysis and/or financial research, or other business related area
- Basic analytical ability and financial understanding of investment issues
- Strong oral and written communication skills
- Ability to work within a team oriented environment
- Strong attention to detail, organization skills, and ability to prioritize multiple tasks
- Understanding of corporate governance issues, corporate transactions, and capital markets
- Moderate knowledge of Microsoft Office and Microsoft Excel

## **GPD OPERATIONS ANALYST**

### **Overview**

The **GPD Operations Analyst** is responsible for the generation and distribution of ballots, management of special meeting requirements and alerts, transmission of vote instructions to the local sub custodians or to the registries, and establishment and maintenance of strong working relations with our network of local custodian banks

### **Responsibilities**

- Processes vote instructions from clients of GPD banks through to the banks' local market sub custodians in the agreed upon method and format (SWIFT, fax, email, online voting).
- Completes any additional paperwork needed to support a vote instruction such as proxy cards, power of attorney, etc.
- Performs tasks under the direct voting to the registries service such as completion of proxy cards and uploading of vote files to the registry's portal.
- Assists the account managers in answering incoming client inquiries.
- Coordinates with the sub custodians regarding rejected vote instructions as advised by the local sub custodians, as well as, requirements to lodge vote instructions for meetings with special instructions.
- Maintains sub-custodians' contact information, SWIFT addresses, instruction delivery preferences and formats.
- Accomplishes the daily workload through the internal proprietary application GPD Manager.
- Reviews regular automated reports which serve as review or audit of Ballot Generation and Vote Execution processes.
- Contributes ideas, efforts for efficiency and improvement of processes where appropriate.
- Performs other duties as assigned.

### **Qualifications**

- College degree or its equivalent course of study;
- Good oral and written communication skills;
- Ability to prioritize multiple tasks;
- Strong attention to detail;
- Demonstrated self-motivation

### **WORKING CONDITIONS:**

- Physical Requirements for junior analysts working early shift, mid-shift and graveyard shift: Flexible to assume the working hours as required by the business, as well as, to render overtime work on Philippine holidays to provide client coverage.

Please send applications to **ISS Careers APAC** <Careers.APAC@issgovernance.com>