



TURNBERRY SOLUTIONS

2023 Inclusive Benefits Handbook - LGBTQ+

Adopted January 2023

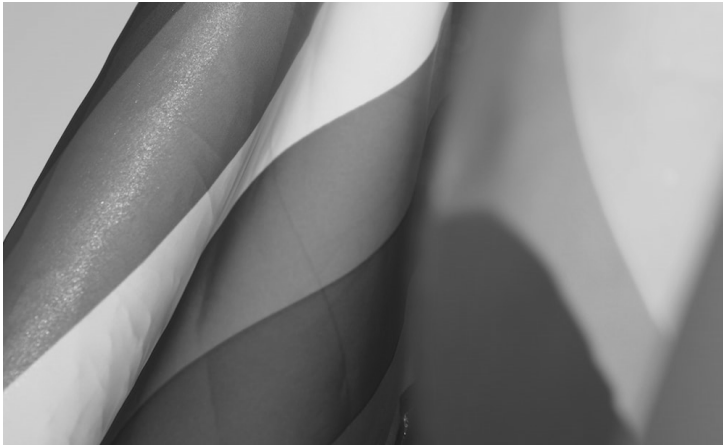
LGBTQ+ BENEFITS GUIDE OVERVIEW

Turnberry Solutions values creating an affirming environment, and we are committed to ensuring our healthcare and employee resources are inclusive. We support employees in being their whole selves and are committed to creating positive and connected environments for all. This Inclusive Benefits Guide is a resource for our team members within the LGBTQ+ community. It is meant to identify healthcare benefit options, identify points of contact and resources, and provide reference links that include critically important information regarding healthcare access. Please view the sections below to identify all resources available to you.

This guide covers:

- [Turnberry core values](#)
- [Employee resource groups](#)
- [Medical benefits overview](#)
- [Mental health benefits overview](#)
- [Family planning and assistance program overview](#)
- [Gender care services and procedures overview](#)
- [LGBTQ+ healthcare overview](#)
- [Chosen name, pronoun and systems](#)
- [Turnberry policies and procedures](#)
- [Turnberry recognition](#)
- [Turnberry contacts and resources](#)
- [LGBTQ+ glossary](#)

Please note that this guide is not a guarantee that all services listed below will be rendered. Instead, this guide informs our employees of the healthcare coverage and services provided to you by Turnberry. Please reach out to our Turnberry Human Resources team with any questions related to our benefits offerings or to clarify any additional requirements for gaining access to covered services.



CORE VALUES

Our thoughtfully selected core values are a key foundation to the success of Turnberry and each of our team members. Our core values are selflessness, positivity, extreme ownership, adaptability, and inclusion.

Selflessness:

- Turnberry works for our consultants and clients, not them for us.
- We sacrifice short-term benefits to strengthen key relationships.
- We give back to the communities where we live and work.

Adaptability:

- Our business model adapts to the changing needs of our clients and consultants.
- We place emphasis on situational awareness and flexibility.
- We develop teams who thrive on challenge and change.

Positivity:

- Our glass is seldom only half-full.
- We support an environment of engagement and fun, even in times of adversity.
- We provide continuous support and encouragement of others to develop and flourish.

Extreme ownership:

- We maintain a tenacious drive to deliver best results, even when it's beyond our task or role.
- We understand the impacts of our actions to all stakeholders.
- We never settle for the easy way out or the path of least resistance.

Inclusion:

- We are fully invested in and focused on hiring and growing a diverse team of high performers.
- We support employees in being their authentic, professional selves and are committed to creating positive and connected environments for all.
- We believe diversity provides uniqueness in ideas, experiences, and backgrounds, making us a better Turnberry.

At Turnberry, we pride ourselves on our workplace culture and our continuous focus on our core values. To encourage and recognize our colleagues who are demonstrating our core values in their daily work, we have a continuously running submission option to nominate your Turnberry colleagues who display these core values at clients and in our Turnberry offices. Please follow the submission button below to recognize your colleagues in the next monthly newsletter or quarterly town hall.



Elevate

Turnberry organizes diversity, equity, and inclusion (DE&I) efforts under our corporate social responsibility brand, Elevate. Elevate is focused on maximizing and elevating Turnberry's social responsibility to our consultants, broader communities, and the world at large. Elevate focuses on DE&I efforts, philanthropy and volunteering, and employee resource groups, along with educating and training our team. We host quarterly DE&I training, specialized training for managers, and roundtables including DE&I book clubs. We welcome employees to get involved and stay up-to-date on our efforts via our [corporate intranet site](#).

EMPLOYEE RESOURCE GROUPS



Shine

Turnberry has several Employee Resource Groups (ERGs) based on affinity and identity groups. Shine is Turnberry's LGBTQ+ Employee Resource Group. All employees are welcome, including members of the LGBTQ+ community, allies, friends, and everyone else. Shine's mission is to connect, support, and inform the Turnberry community to strengthen LGBTQ+ employment, allyship, advocacy, and unity. There are many ways to engage with Shine – they offer internal networking opportunities, community building, live events, community outreach/volunteering, and more! We hold several partnerships through our Shine and Elevate brand including [The Human Rights Campaign](#), [Mossier](#), [Gay for Good](#), and [The Forum for Workplace Inclusion](#). [Explore our Shine Employee Resource Group](#) and check out some opportunities to get involved or contact ShineERGTeam@turnberrysolutions.com to inquire about joining Shine.



WELL & ABLE
MIND | BODY | ABILITY

Well & Able (mental and physical health)

Well & Able's mission is to provide community and encouragement to Turnberry employees to take ownership of their mental and physical health. They will bring understanding, support and allyship to visible and invisible disabilities to break the stigmas within regarding wellness and disabilities in the workplace.



The Women's Collaborative (TWC)

TWC's mission is to encourage, educate, connect, & celebrate the Women of Turnberry Solutions to grow their careers. TWC is a community of women and women-allies centered on encouraging, educating, connecting, & celebrating the women of Turnberry Solutions. Our activities include our reoccurring Podclub, where we listen to and discuss a wide variety of podcasts, an annual Mother's Day celebration, professional speakers, community-building events, and more.



Cultural Intelligence Group (CIG)

This community is devoted to promoting racial, global, cultural diversity, equity, and inclusion within Turnberry and beyond. CIG seeks to deliver programming in the areas of Knowledge, Reflection, Connection, and Action that support underrepresented minorities and foster positive change.



STAT (sustainability)

STAT is dedicated to environmental improvements that foster a sustainable future and lead to social and economic improvements locally and globally. We aim to provide fun education and training to Turnberry employees around corporate sustainability, reducing your carbon footprint, environmental justice, waste reduction, etc. We host events related to topics like water conservation, food justice, gardening, and more.



Brave (first responders and military)

The purpose of the Brave ERG is to support, celebrate, and build strong partnerships with communities compelled to serve - our military servicemembers and veterans, first responders and their families. Events sponsored by Brave are meant to inspire, empower, and raise awareness of these critical communities. The Brave ERG is committed to advocate and enable the work of these everyday heroes.

BENEFITS OVERVIEW

Benefits overview

Turnberry is working to provide inclusive benefits to all employees, some of those benefits are outlined here. For more detail or a complete list of benefits, please refer to our full benefits guide.

- Equitable care and access: Turnberry partners with Blue Cross Blue Shield to ensure healthcare access that supports transgender and non-binary employees and their family members. Employees also have access to Blue Cross Blue Shield's gender services consultant.
- Parental leave policy: All employees are entitled to the same parental leave benefits, regardless of how they are growing their families.
- Family planning assistance subsidy: This subsidy is available to support employees on their family planning journeys that may include adoption, surrogacy, foster care, and additional physician-based medical services, such as IVF.
- Employee assistance program (EAP): All Turnberry employees, their spouses or domestic partners, dependent children, parents, and parents-in-law can access this free, confidential counseling resource. The Turnberry EAP supports a variety of services including stress management, work-life resources, marital conflict, workplace issues, health and disease counseling (HIV and other major illnesses), and mental health resources. It is available to you even if you're not enrolled in Turnberry's medical benefits.

Employee assistance program - mental health and professional counseling

Turnberry Solutions has multiple mental health resources available for our employees. Under our PPO plan, mental health resources and mental health counseling sessions have a \$0 copay and are covered 100% by Turnberry.

Unum is Turnberry's employee assistance program that is entirely confidential. You may receive up to three free visits with a licensed professional counselor per event, per year. [View the Turnberry Solutions Mental Health Resource Guide.](#)

Your EAP is designed to help you lead a happier and more productive life at home and work. Call for confidential access to a Licensed Professional Counselor who can help you with:

- Stress, depression, anxiety
- Relationship issues, divorce, job stress, work conflicts
- Family and parenting problems
- Anger, grief, loss, and more
- HIV/major illness support and counseling

Unum's EAP services are available to all full-time employees, their spouses or domestic partners, dependent children, parents, and parents-in-law.

Help is Easy to Access:

- Online/phone support: unlimited, confidential, 24/7
 - Toll-free 24/7 access: 1 (800) 854-1446
 - www.unum.com/lifebalance
- In-person: you can get up to three visits available at no additional cost to you with a Licensed Professional Counselor. Your counselor may refer you to resources in your community for ongoing support.

Flexible paid time off and additional time off support

Turnberry offers a single, flexible Paid Time Off ("PTO") program to all regular full-time employees to promote work-life balance and allow employees to take reasonable time off as needed. This flexible PTO policy is meant to address the varying needs to take time away from work while meeting Turnberry's need to effectively conduct business and meet client needs and expectations. Our Flexible PTO is designed to have flexibility for everyone, whether you need time away for recovering from gender affirming surgery, assisting a dependent in their gender affirming surgery recovery, mental health days, sick days, vacation days, religious holidays, and personal days.

For larger life events and extended leaves of absence such as FMLA, parental leave, or bereavement leave, please reach out to Human Resources for support. Turnberry recognizes all same-sex and different-sex relationships under these policies.

BENEFITS OVERVIEW

Retirement plan

Turnberry Solutions offers every employee access to a retirement savings plan and recognizes same-sex and different-sex spousal beneficiaries. [Access a Securian Beneficiary form.](#)

Family Planning Assistance Subsidy

Turnberry wants to support our employees on their family planning journeys when working to expand their family and acknowledge that each journey can be different, and some have unique challenges. For our employees that are pursuing adoption, surrogacy, foster care, or need additional physician-based medical services for growing their family, such as IVF, fertility treatments, or the additional costs of specialists, Turnberry offers a Family Planning Assistance Subsidy.

Turnberry offers up to \$1,500 annual allowance for each family expansion planning journey (i.e., per adoption, per legal adoption for gay families, per surrogacy, foster care, or per fertility treatment plan). The lifetime maximum is \$3,000, with a yearly limit of \$1,500. This plan is gender-inclusive and will cover spouses of employees, same-sex and different-sex, who may be receiving treatment.

Eligible employees must meet all the following criteria at the time of applying for Family Planning Assistance:

- Be an active, regular employee with Turnberry
- Have been employed with the company for at least 12 months or one year of service
- Have worked at least 1,250 hours during the 12 consecutive months immediately preceding the date of requested Family Planning Assistance

Please contact Human Resources for more information including policy documents, an application, and eligible expenses.

Paid Parental Leave and Bonding Leave benefits

Adding a new family member is such an exciting time! To support our employees, Turnberry has designed the following benefits that are available to eligible employees along with FMLA and Disability Leave, if qualified:

- **Paid Parental Leave:** up to three weeks (120 hours) of paid Parental Leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. Paid Parental and Bonding Leave will run concurrently with Family and Medical Leave Act leave, and state leave, as applicable.
- **Bonding Leave:** up to an additional four weeks (160 hours) of unpaid Bonding leave (to be used in addition to FMLA) to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. As a result, when combining FMLA and unpaid Bonding Leave, employees may be eligible for up to 16 weeks off.

The purpose of Parental and Bonding Leave is to enable the employee to care for and bond with a newborn, newly adopted, or newly placed child. Paid Parental and Bonding Leave will run concurrently with FMLA leave, and state leave, as applicable. Unpaid Parental and Bonding Leave will be in addition to FMLA and state leave. To qualify for Paid Parental Leave and Bonding Leave, employees need to have at least one year of service at Turnberry.

Please contact Human Resources for more information including full eligibility requirements.



TRANSGENDER AND NON-BINARY HEALTH CARE & SUPPORT

Turnberry approval process

Turnberry Solutions recognizes all Turnberry Employees and their respective dependents in our Transgender and Non-Binary Healthcare and Support. This includes same-sex partnership dependents, different-sex partnership dependents, and dependent children under the age of 26. If you or a dependent is ready to move forward in the transitioning process, please reach out to benefits@turnberrysolutions.com and we will partner with you and your family through this journey. To view a more detailed Gender Transition Guide, please click [here](#).

Equitable health care access and services for transgender and non-binary employees

All people should have an equal opportunity to live consistently with their gender identity. To make finding services easier, Turnberry has partnered with Blue Cross Blue Shield to ensure specialized health care access to support our transgender and non-binary employees and their family members. Employees who are enrolled in either of our two Blue Cross Blue Shield medical plans have access to a Gender Services Consultant as well as detailed services and resources for a variety of health care and gender care topics. An eligible employee may take short term medical leave under FMLA leave, please reach out to Turnberry HR for support.

The Gender Care Services can help you, or any dependent family member, with many services including: answer gender-related care questions, update your gender with Blue Cross Blue Shield, connect with a trans or non-binary friendly provider, connect you to health plan benefits, discuss out-of-state travel expenses, hormone questions, understand your plan and coverage, find the right doctor and care, and submit claims.



How Gender Services Consultant can help

Transgender individuals, their families and their employers are welcome to reach out to our Gender Services Consultant, who is transgender himself. Any conversation with him is confidential and complimentary.

Toll-free: (866) 694-9361

gender.services@bluecrossmn.com

Gender-related care questions

While Blue Cross Blue Shield Gender Services Consultants cannot offer specific medical advice, they can help explain common gender-related care options like hormone treatment, puberty blockers, gender affirming behavioral health services, top and bottom surgery, hair removal and more. Ask whatever is on your mind and they will do their best to answer your questions.

Connect you to health plan benefits

All Turnberry health insurance plans include many benefits, such as preventive care coverage, mental health support, chronic disease management and more. Blue Cross Blue Shield Gender Services Consultants can help you determine what our plan offers and direct you to additional resources that support your whole wellness. They can also help you understand your coverage.

Help explain health insurance and your coverage

Blue Cross Blue Shield Gender Services Consultants will do their best to guide you and can help review plan information to determine your coverage, potential costs and best in-network options.

Help you navigate the health care system

Blue Cross Blue Shield Gender Services Consultants can help you find doctors and clinicians who are experienced in serving gender non-conforming patients, review your general care options and generally troubleshoot any problems you might encounter. Consider them your one-stop-shop for navigating health care to make your gender care decisions.

TRANSGENDER AND NON-BINARY HEALTH CARE & SUPPORT

Prior authorization list as it pertains to gender affirming care

Blue Cross Blue Shield offers coverage for a large majority of gender affirming care including male to female transitions, female to male transitions, and everything in between. The list of six gender affirming surgeries are the list that require Prior Authorization. These Current Procedural Terminology (CPT) codes are on the prior authorization list. However, the descriptions of the codes vary from place to place depending on where they are looked up. The list below contains the most popular descriptors for each. When searching for CPT codes for prior authorization lists, please use the numeric code attached.

- 55970 intersex surgery or intersex surgery; male to female
- 55980 grs for gender dysphoria or intersex surgery; female to male
- 56805 vulva repair or clitoroplasty for intersex state
- 57291 vagina repair or construction of artificial vagina; without graft
- 57292 vagina construction or construction of artificial vagina; with graft
- 57335 vagina repair or vaginoplasty for intersex state

Specific procedure codes to see if a prior authorization is required here: [Prior authorization lookup tool | Blue Cross MN](#)

For further information on coverage and procedures, please view: [Gender Affirming Procedures for Gender Dysphoria](#)

How to request an independent review and appeal

If you are unhappy with a decision that Blue Cross Blue Shield made about your complaint or appeal, you may ask for additional information or explanation by calling customer service at the number listed on the back of your member ID card. If your complaint or appeal is about a health care service or claim or contract rescission, review by an independent organization may be available to you.

To ask for a review, please refer to the instructions included in your denial letter from the appeal process or contact the appropriate office noted below. An independent review organization will work with you and your health plan to review your claim. You can also choose someone to act on your behalf, but you must ask for this in writing.

[More information on filing an appeal](#)

Additionally, questions about medical policy or appeals are best answered by calling the number on the back of your member ID card or (651) 662-8000 or 1-800-382-2000 (TTY 711) or send a secure message to customer service after you log in to your member site.

In most cases, you must first exhaust the internal appeal process. Plans regulated by the State of MN have a filing fee of \$25, which the state may waive in cases of financial hardship. Independent review guidelines do not apply to all plans or complaints/appeals. To find out if you have an independent review option call the customer service number on the back of your member ID card or review a copy of your certificate of coverage for appeal options.

Complaints about privacy protection

If you have a complaint about our privacy practices or feel that we have not complied with the terms of our Notice of Privacy Practices, you have the right to file a complaint. You can download the form from [Blue Cross Blue Shield](#).



LGBTQ+ HEALTHCARE

HIV affects millions of Americans every year. Blue Cross Blue Shield offers preventative care and treatment options if you are diagnosed with HIV or AIDS.

HIV care

HIV care is available to all Blue Cross Blue Shield members and provides access to case management. There is a specific program set for HIV with individual support and management. This means that depending on a member's individual situation, they may get a call from the Blue Cross Blue Shield team offering to connect them with a case manager. Any member can ask to opt into a case management program at any time. They simply need to call customer service and ask to be connected to a case manager.

In recent years, an overwhelming body of clinical evidence has firmly established the HIV undetectable=untransmittable, or U=U, concept as scientifically sound. U=U means that people with HIV who achieve and maintain an undetectable viral load—the amount of HIV in the blood—by taking antiretroviral therapy (ART) daily as prescribed cannot sexually transmit the virus to others. Thus, treatment for HIV is a powerful arrow in the quiver of HIV prevention tools. Read more about how a durably undetectable viral load prevents HIV transmission with NIAID's fact sheet [10 Things to Know About HIV Suppression](#).

HIV prevention

Turnberry, in alignment with The Affordable Care Act (ACA), has coverage for PrEP (pre-exposure prophylaxis). PrEP is part of BCBS MN's ACA Preventive Drug List which allows for coverage at \$0 member cost share. There are two different drugs currently used for PrEP – Truvada and Descovy. Truvada is available generically, but Descovy is only available as a name brand.

Post-exposure prophylaxis or antiretroviral therapy

The CDC guidelines for post-exposure prophylaxis (PEP) vary slightly for non-occupational (sexual, injection drug use, or other nonoccupational exposure) vs. occupational exposure (e.g., needlestick in a healthcare setting). More information can be found by reaching out to Blue Cross Blue Shield.

- Non-occupational
 - Preferred regimen: TDF/emtricitabine (Truvada) + raltegravir (Isentress) or dolutegravir (Tivicay)
 - Alternative regimen: TDF/emtricitabine (Truvada) + darunavir (Prezista) and ritonavir
- Occupational
 - Preferred regimen: TDF/emtricitabine (Truvada) + raltegravir (Isentress)
 - Alternative regimens: multiple options

Prescription coverage

- Turnberry Solutions has Prime's FlexRx open formulary. In the HIV/AIDS drug category, all the PEP options above are listed on the formulary.
- For general antiretroviral therapy (ART), the regimen used is specific to the individual. Many individuals are now on a single-tablet regimen that contains 2 or 3 medications in one tablet. All the HIV/AIDS drugs on the FlexRx formulary are tier 1 (preferred generic) or tier 2 (preferred brand) drugs. Other non-preferred generic and non-preferred brand name drugs may also be covered based on the member's benefit.
- All PBM members can create or login to their account on www.myprime.com to view their formulary. Another option is to call the phone number on the individuals insurance card and speak with a Customer Service Representative.

Monkeypox prevention

The federal government is currently providing the Monkeypox vaccine supply at no cost. However, providers may charge an administration fee for the vaccine. Cost would depend on the member's specific benefits package. Please connect with benefits@turnberrysolutions.com for further pricing information and connecting you to a Blue Cross Blue Shield representative.



CHOSEN NAME, PRONOUNS, AND ENTERPRISE SYSTEMS

ADP tutorial for gender identity and gender for health insurance

Turnberry Solution's core value of inclusion means every employee should be able to bring their whole self to work. Voluntary self-identification enables our company to offer benefits and programs that meet your needs. This also provides confidential information to Turnberry so that we can best support our team members. The invitation to disclose gender identity or sexual orientation is completely voluntary.

Sharing and respecting pronouns allows all employees to feel comfortable expressing their gender as they see fit. Gender and pronouns can be fluid concepts for some so it's important to be regularly conscience of how someone would like to be referred to.

ADP tutorial for health insurance

There are two sections to enter your Gender into ADP. The first one is "Gender for Compliance Reporting", and the second is "Gender for Health Insurance". The "Gender for Compliance" reporting section is what Turnberry uses for all systems and the gender that we will recognize you as. We want to make sure you feel supported and recognized as the individual you are. Please put the gender you identify as (male, female, non-binary).

"Gender for Health Insurance" is what is required for our medical plans. Unfortunately, most medical insurance companies require the gender you were assigned at birth. Please connect with your primary care physician on what gender they suggest you enter for your healthcare benefits coverage to ensure there is no gap in the necessary coverage you may require if you are currently transitioning. If you require further guidance, please reach out to the Turnberry Benefits team at benefits@turnberrysolutions.com.

ADP tutorial for LGBTQ+ - voluntary self identification

Voluntary self-identification enables Turnberry to offer benefits and programs that meet our employees. The invitation to disclose gender identity or sexual orientation is completely voluntary. If you choose to respond in ADP Workforce Now, your responses are encrypted so that no one can read your individual response. Anonymous responses across all employees will be totaled and used to support diversity initiatives.

To update your gender identity, sexual orientation, pronouns, disabilities, race, and veteran status, enter into [ADP](#) > Myself > Personal Info > View More > and complete your profile.

ADP Chosen name

To update your preferred name in ADP, enter into [ADP](#) > Myself > Personal Info > View More > check the box "I use a name that's different from my legal name" and fill in your chosen name.

Pronoun recognition

Turnberry Solutions encourages all employees to educate your teammates and company on your pronouns. The best places to include your pronouns:

- [ADP](#) – Myself > Profile > Personal Info > Additional Information > Pronoun
- Email Signature (Chosen First Name Chosen Last Name ([pronoun/pronouns](#)))
- LinkedIn Profile (Chosen First Name Chosen Last Name ([pronoun/pronouns](#)))
- [Zoom](#) (Chosen First Name Chosen Last Name ([pronoun/pronouns](#)))
- [Slack](#) (Chosen First Name Chosen Last Name ([pronoun/pronouns](#)))



TURNBERRY POLICIES

Dress code

Dress and personal appearance contribute to the morale of employees, promote a productive work environment, and affect the business image the Company presents to clients and visitors. While the Company trusts employees' use of common sense and good judgement, a dress code must be followed that is appropriate to the work environment. Turnberry office locations have adopted a "dress for your day" dress code, which emphasizes that some positions and occasions may call for more professional attire. Use good judgement and dress for your day ahead. For our consulting team members, "dress for your day" may mean observing and matching a client's level of professional dress and formality from its workplace policies. Clothing or appearance that looks unprofessional may include overly-revealing attire, appearing too casual, or unkempt.

Turnberry does not have a dress code that restricts employees' clothing or appearance based on gender. All employees have the right to comply with company dress codes in a manner consistent with their gender identities or gender expression.

Restroom policy

Turnberry's restroom policy is that all employees are permitted to use the facilities that correspond with their gender identity. All employees should determine the most appropriate and safest option for themselves.

Where possible, Turnberry has provided additional options including:

- Single-occupancy facilities that can be used by all genders (unisex) facilities; and
- Use of multiple-occupant, all gender restroom facilities with lockable single occupant stalls. Note: any employee may choose to use these options, but no one, including a Transgender and Non-Binary person, is required to.

EEO policy

The Company believes in providing equal employment opportunities for all employees. The Company will not discriminate for or against any employee or applicant for employment on the basis of race, color, religion, creed, age, sex, national origin, ancestry, marital status, familial status, pregnancy, disability (including those related to pregnancy or childbirth), gender expression or identity, membership or non-membership in a labor organization, sexual orientation, status with regard to public assistance, genetic information or any other characteristic protected under local, state or federal statute, ordinance or regulation.

Travel policy

LGBTQ+ travelers can face unique challenges when traveling abroad. Laws and attitudes in some countries may affect safety and ease of travel. Legal protections vary from country to country. Many countries do not legally recognize same-sex marriage. Approximately seventy countries consider consensual same-sex sexual relations a crime, sometimes carrying severe punishment.

If you are requested by your client or by Turnberry to travel or relocate to a state or country that you are uncomfortable traveling to, or do not know the country laws and customs, please reach out to Turnberryhr@turnberrysolutions.com. Your Human Resources team will gather information about the location you are traveling or relocating to and alert you of any safety concerns you may need to be aware of. Upon receiving this information, you and your may choose to continue with this business trip, or you may choose to forego this opportunity. Please note that if you choose to decline attending the business trip, there will be no action taken against you in your professional career.

If you and your partner choose to embark on a business trip, Turnberry HR will support you through the entire duration of your trip including preparation, the business trip, and recovery. When planning for an international trip, upon request, HR will provide you with necessary requirements and important cultural information to help you better understand your surroundings. HR will also assist with any questions or issues that arise while you are traveling. Finally, with the Turnberry Flexible PTO policy, you are able to take time off, if necessary, upon return. If you face discrimination while traveling, while at a client site, or while visiting a Turnberry office, please report this immediately to your HR Representative and we will be here to support you.

TURNBERRY POLICIES

Non-discrimination policies

Turnberry Solutions is committed to providing a safe and welcoming work environment for all team members. Everyone has the right to feel comfortable and be able to bring their whole selves to work every day without feeling uncomfortable or unsafe. Turnberry believes in an inclusive and diverse workplace for all employees.

This policy prohibits harassment of any nature, including sexual harassment and harassment based upon any of the protected characteristics listed in our Equal Opportunity Policy above. Unlawful discrimination and harassment is prohibited, whether it is by managers, co-workers, or non-employees, including vendors, suppliers, and clients.

If an employee becomes aware of or is subject to discrimination, harassment, violence, retaliation, or any other inappropriate conduct, the employee must immediately notify Human Resources. If an employee believes they have been victimized by or have witnessed discrimination, harassment, offensive conduct, or retaliation as described above, the employee must immediately report the problem consistent with our outlined procedures. Human Resources is here to support all team members and ensure everyone can work in a workplace in which they feel comfortable, respected, and supported.

Discrimination reporting procedures

If you would like to [provide anonymous feedback](#), it will be submitted to our Human Resources Department. Please provide as much or as little detail as you feel comfortable with. Every form of feedback will be handled with as much confidentiality as possible and processed accordingly.

There are certain situations, including workplace culture and environment, where it would be beneficial for you to reach out to Turnberry Human Resources in a non-anonymous manner. In this case, please contact turnberryhr@turnberrysolutions.com to set up a call with a Human Resources representative.

Guidance for the transitioning employee: developing a plan

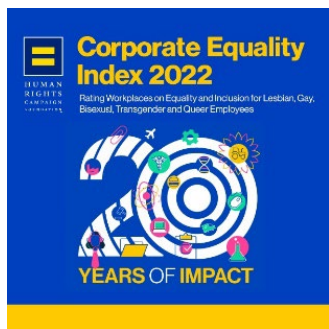
Our culture values process-oriented planning. We recommend creating an engagement plan to help smooth the transition process. A plan also helps reduce uncertainties and provides a common road map for everyone.

- 1. Get support from the people around you** As a transitioning individual, you should try to create a support team. Try to involve your manager, HR representative and/or other supportive co-workers to work together to develop an appropriate plan for you and your business. The following is a suggested list of things to consider and discuss with your support team.
- 2. Develop a stakeholders list**
 - Who are all the people in the work group you may need to engage at some point during the transition and when do you want them engaged? Example, HR representative, Supervisor, Client contact
 - Are there any specific issues that need to be addressed sooner rather than later?
 - Discuss the expected timeline
 - Anticipated time off required for medical treatment, if known.
- 1. Create a timeline – suggested: what are your milestones?**
 - Who are all the people in the work group you may need to engage at some point during the transition? Example, HR representative, Supervisor, Client contact
 - When do they need to be engaged?
 - Are there any specific issues that need to be addressed sooner rather than later?
- 2. Things to Consider**
 - How would you like your team to find out about your transition? (e.g., letter, face-to-face meeting, individual discussions, your manager/HR representative)
 - Will you need to make workspace changes during the transition?
 - How long do certain HR functions take? (e.g., legal name changes, etc.)
 - How do you think your clients should be informed?
 - When will you need to process any necessary changes to professional licenses?

*Please refer to the Turnberry Employee Handbook for full policies.

RECOGNITION & RESOURCES

Turnberry is proud to be recognized among the nation’s best employers through a variety of workplace awards, many of which are awarded based solely on the feedback of employees. The honors listed below represent our daily efforts to make each employee feel valued and seen, improve our benefits offerings, and live out our five core values of selflessness, adaptability, positivity, extreme ownership, and inclusion.



Human Rights Campaign Foundation’s Corporate Equality Index is the national benchmarking tool on corporate policies, practices and benefits pertinent to LGBTQ+ employees.



Top Workplaces recognizes the most progressive companies in each state, based on employee feedback measuring engagement, organizational health, and satisfaction. Turnberry is proud to have been named a Top Workplace eight times in Minnesota, Missouri, and Pennsylvania!



Inc. 5000 recognizes the fastest growing private companies in the U.S. by revenue. Turnberry’s 62% growth from 2017 to 2020 landed us on this list for 2021.

Turnberry Awards

Top Workplace Cultural Excellence: Leadership, Innovation, Purpose & Values, Work-Life Flexibility ('22)	Minneapolis St. Paul Business Journal, Top Management Consulting Firm ('19, '17, '16)
Human Rights Campaign Corporate Equality Index ('22)	Consulting Magazine, Fastest Growing Consulting Firm ('19)
Minneapolis/St. Paul Business Journal, Corporate Diversity, Medium Companies List #18 ('22)	Jim Kelly - EY Entrepreneur of the Year Business Services, Ernst & Young ('16)
Inc. 5000, Fastest Growing Private Companies - Midwest ('21)	Philadelphia Business Journal, Systems Integrators ('15)
Minneapolis/St. Paul Business Journal, Largest IT Consulting Firms in the Twin Cities ('21, '20, '19)	Philadelphia Business Journal, Tech Employers ('15)
St. Louis Business Journal, St. Louis' largest IT consulting firms ('21, '20)	Philadelphia SmartCEO, Future 50 Awards ('12)
St. Louis Business Journal, Best Places to Work ('20)	Philadelphia Business Journal, Top 25 IT Consulting & Professional Services Firm ('12)
Tampa Bay Business Journal, Largest Managed IT Service Provider ('20)	Microsoft Atlantic Region Partner of the Year ('12)
Minneapolis/St. Paul Business Journal, Fast 50 ('20, '19, '18, '17, '16)	Philadelphia SmartCEO, Fast Growth Companies ('11)
Minneapolis/St. Paul Business Journal, Largest Private Companies ('20)	

Contacts and Support

The Turnberry Human Resources team is excited to celebrate and support the person that you are. If you ever have any questions or need any support, please reach out to the Turnberry Human Resources team.

Human Resources	TurnberryHR@turnberrysolutions.com
Benefits	Benefits@turnberrysolutions.com
Anonymous Feedback	Sharepoint
Human Rights Campaign	Instagram
Parents, Families, and Friends of Lesbians and Gays (PFLAG)	Website

GLOSSARY

AFAB (Assigned Female at Birth) | A way to communicate the sex marker given to them at birth (based on their physical anatomy). This term may be used by a range of people, including gender nonconforming (GNC), intersex, nonbinary, and/or transgender individuals (see also: Sex Assigned at Birth; AMAB)

Ally | An ally is a person who confronts heterosexism, sexism, homophobia, biphobia, transphobia, etc., in themselves and others out of self-interest and a concern for the well-being of LGBTQ+ people, and who is committed to social justice and equal rights.

AMAB (Assigned Male at Birth) | A way to communicate the sex marker given to them at birth (based on their physical anatomy). This term may be used by a range of people, including gender nonconforming (GNC), intersex, nonbinary, and/or transgender individuals (see also: Sex Assigned at Birth; AFAB)

Agender | [gender identity] Without gender. Often used as an identification for people who do not identify with or conform to any gender.

Androgynous | [gender expression] A display that integrates a combination of masculine and feminine elements. For some, androgyny is about achieving a “gender neutral” expression, whereas others may wish to acknowledge their relationship to masculinity and femininity.

Aromantic | [romantic orientation] Someone who does not experience romantic attraction to others.

Asexual | [sexual orientation] Someone who does not experience sexual attraction towards other people, and who identifies as asexual. May still have romantic, emotional, affectional, or relational attractions to other people. Asexuality is distinct from celibacy, which is the deliberate abstention from sexual activity. While not experiencing sexual attraction, some asexual people may still choose to have sex for other reasons, including physical enjoyment or desire to have children. Sometimes shortened as “ace.”

Bigender | [gender identity] Having two genders; a combination of man, woman, and/or other gender identities.

Biphobia | Fear, aversion, or hatred of people who are bisexual, pansexual, omnisexual, or otherwise attracted to multiple genders.

Biromantic | [romantic identity/orientation] A person who has a romantic attraction to two (or multiple) genders.

Bisexual | [sexual orientation] A person who is sexually attracted to multiple genders, or who identifies as a member of the bisexual community. Often, but not limited to, being attracted to the same gender and other genders. May be shortened to “bi.”

Chosen Name | A name selected by an individual that differs from the name they were given at birth. A chosen name often helps to affirm an individual's gender identity and/or gender expression (see also: Deadname).

Cisgender | [gender identity] A term for individuals whose gender identity generally matches with that assigned for their assigned sex at birth. In other words, a person who does not identify as transgender or nonbinary.

Cissexism | A belief that there are only two genders which are assigned at birth and immutable. This prejudice has been integrated into social systems and policies, which contributes to the discrimination and oppression of transgender, non-binary, and gender nonconforming people.

GLOSSARY

Closeted | Used as slang for the state of not publicizing one's sexual/gender identity, keeping it private, living an outwardly heterosexual/cisgender life while identifying as LGBT, or not being forthcoming about one's identity. At times, being in the closet may also mean not wanting to admit one's identity to oneself.

Coming Out | To disclose one sexual identity or gender identity. It can mean telling others or it can refer an internal process of coming to terms with one's identity.

Crossdresser | Individual who dresses in clothing usually associated with a sex that differs from the one assigned at birth. This is done for a variety of personal reasons. Crossdressing is not indicative of sexual orientation or gender identity. This term replaces the pejorative term transvestite.

Deadname | A term used for the former name of a transgender, nonbinary, or gender nonconforming person who has changed their name to affirm their gender identity.

Demisexual | A person who may only experience sexual attraction after a strong emotional attachment is formed. May be seen as falling on the asexual spectrum.

Drag | A public performance that involves playing with gender norms and expectations. Performers are often referred to as drag queens and kings, whose performances and costumes often exaggerate and play with gender.

Femme | [gender expression] A term referring to the broad, dynamic representations of femininity/feminine characteristics regardless of gender. Femmes claim a relationship to femininity without, necessarily, claiming a relationship to womanhood.

FTM | Female-to-male transgender person, often identifying as a transgender man. Someone assigned female at birth who identifies as male or on the male-aligned identity. Also referred to as "transmasc" or "transmasculine."

Gay | A person who is emotionally, romantically or sexually attracted to members of the same gender. Men, women and non-binary people may use this term to describe themselves.

Gay Man | A man who is emotionally, romantically, sexually, affectionately, or relationally attracted to other men, or who identifies as a member of the gay community. At times, "gay" is used to refer to all people, regardless of gender, who have their primary sexual and or romantic attractions to people of the same gender. "Gay" is an adjective (not a noun) as in "He is a gay man."

Gender | A socially constructed system of classification that ascribes qualities of femininity and masculinity to people. The attributes of gender can change over time and differ between cultures. Terms for gender identity include, but are not limited to, woman, man, non-binary, genderqueer, and agender.

Gender Affirmation Surgery | The procedures that some trans individuals might undergo so their external bodies can better reflect their internal gender identities. Other names include "sexual reassignment surgery" and "gender confirmation surgery." These procedures may be called "top surgery" (e.g. reshaping a chest or providing breast augmentation) and "bottom surgery" (e.g. reshaping genitals). Surgery is not required for someone to claim a certain identity, but is considered of essential, gender-affirming healthcare for those who seek it.

Gender Binary | A system in which gender is constructed into two strict categories of male or female. Gender identity is expected to align with the sex assigned at birth and gender expressions and roles fit traditional expectations.

GLOSSARY

Gender Dysphoria | The term “gender dysphoria” was used in the Diagnostic and Statistical Manual of Mental Disorders 5th Edition (DSM-5), a manual published by the American Psychiatric Association in 2013. This term was intended to focus on gender identity-related distress that some transgender people may experience (and for which they may seek psychiatric, medical, and surgical treatments) rather than on transgender individuals or identities themselves. The DSM-5 states that “gender non-conformity is not in itself a mental disorder,” rather the diagnosis was created to help people with gender dysphoria get access to appropriate health care and treatment, and the DSM-5 lists specific criteria. NOTE: not all trans people experience gender dysphoria.

Gender Euphoria | The joyful experience and sense of self when a person’s authentic gender is expressed and acknowledged by themselves and/or by others.

Gender-expansive | A person with a wider, more flexible range of gender identity and/or expression than typically associated with the binary gender system. Often used as an umbrella term when referring to young people still exploring the possibilities of their gender expression and/or gender identity.

Gender Expression | How one expresses their gender identity outwardly in terms of clothing, hair, tone of voice, etc.

Genderfluid | [gender identity] A person whose gender expression and/or gender identity varies from one gender to another/others in some way.

Genderflux | [gender identity] A person whose gender identity and/or gender expression varies in intensity, but not necessarily across genders.

Gender Identity | A person’s internal sense of their own gender. Cisgender, transgender, man, woman, and genderqueer are all examples of gender identities.

Gender Nonconforming (GNC) | [gender identity] A person who does not subscribe to gender expressions or roles expected of them by society.

Genderqueer | [gender identity] A person whose gender identity and/or gender expression falls outside of the masculine/feminine gender binary. Genderqueer is also considered part of the umbrella of non-binary identities.

Heteronormativity | Processes through which social institutions and policies reinforce the notion that there are only two possibilities for sex, gender, and sexual attraction: male/masculine/attracted to women and female/feminine/attracted to men.

Heterosexism | Norms and behaviors that result from the assumption that all people are or should be heterosexual. This system of oppression assumes that heterosexuality is inherently normal and superior and negates LGBTQIA+ peoples’ lives and relationships.

Heterosexual | [sexual orientation] Referring to men who are attracted to women or women who are attracted to men. Often referred to as “straight.”

Homophobia | Fear of, hatred of, or discomfort with people who love and sexually desire members of the same gender. Homophobic reactions often lead to intolerance, bigotry, and violence against anyone not acting within socio-cultural norms of heterosexuality. Because most LGBTQIA+ people are raised in the same hetero- and cissexist society as their heterosexual, cisgender counterparts, they learn the same negative beliefs and stereotypes prevalent in the dominant society, leading to a phenomenon known as ‘internalized homophobia.’

GLOSSARY

Homosexual | The clinical term, coined in the field of psychology, for people with a same-sex sexual attraction. The word is often associated with the idea that same-sex attractions are a mental disorder, and is therefore offensive to some people.

Hormone Replacement Therapy (HRT) | The process by which trans individuals choose to take a prescription of artificial hormones in order to physically/medically affirm their gender. For trans women, that may include estrogen as well as testosterone-blockers. For trans men, testosterone, or T.

Intersex | Term used for a variety of medical conditions in which a person is born with chromosomes, genitalia, and/or secondary sexual characteristics that are inconsistent with the typical definition of a male or female body. The term differences of sex development (DSD) also describes these conditions. Replaces the inaccurate, and usually offensive, term “hermaphrodite.” Some intersex individuals may choose to identify as LGBTQIA+ as a result of their intersexuality; however, many choose not to.

Lesbian | [sexual orientation] A non-man attracted to non-men. While past definitions refer to ‘lesbian’ as a woman who is emotionally, romantically, and/or sexually attracted to other women, this updated definition includes non-binary people who may also identify with the label.

LGBTQ+ | Abbreviation for Lesbian, Gay, Bisexual, Transgender, and Questioning. Sometimes also titled LGBTQIA+ to include Intersex and Asexual. An umbrella term that is used to refer to the community as a whole. Often shortened to LGBTQ+, but not to exclude other identities. The “+” acknowledges the diversity of identities, orientations, and expressions of the LGBTQIA+ community that are not named in the acronym. For a quick view of the LGBTQIA+ flags, [please click](#) here to understand the different flags and their meanings.

Masc | [gender expression] A term referring to the broad, dynamic representations of masculinity/masculine characteristics regardless of gender. MASCs claim a relationship to masculinity without, necessarily, claiming a relationship to manhood.

MSM | An abbreviation for men who have sex with men. This term emphasizes the behavior, rather than the identities of the individuals involved.

MTF | Male-to-female transgender person. often identifying as a trans woman. Someone assigned male at birth who identifies as female or a female-aligned identity. Also referred to as “transfem” or “transfeminine.”

Non-binary | [gender identity] An umbrella term describing anyone whose gender identity falls outside the binary of woman/man. Can also be used as an identity itself

Omnigender | [gender identity] Identifying as all genders. The term is specifically used to refute the concept of only two genders.

Outing | Exposing someone’s lesbian, gay, bisexual transgender or gender non-binary identity to others without their permission. Outing someone can have serious repercussions on employment, economic stability, personal safety or religious or family situations.

Pangender | [gender identity] Exhibiting characteristics of multiple genders; deliberately refuting the concept of only two genders.

Pansexual | [sexual orientation] A person who is emotionally, romantically, sexually, affectionately, or relationally attracted to people regardless of their gender identity or sex assigned at birth. Use of the term often signals a repudiation of the concept of binary sexes.

GLOSSARY

Polyamorous | The state or practice of having more than one romantic relationship during a period of time, or referring to someone open to having multiple partners, while not currently in multiple romantic relationships. May be shortened to “poly.”

Polysexual | A person who is sexually and/or romantically attracted to multiple genders.

Queer | Term describing people who have a non-normative gender identity, sexual orientation, or sexual anatomy — can include lesbians, gay men, bisexual people, transgender people, and a host of other identities. The term has a history of offensive use as a slur and is still used that way in some spaces, but has largely been reclaimed by the community to describe themselves.

Questioning | Refers to individuals who are in the process of examining their sexual orientation and/or gender identity.

Romantic Orientation | A way of characterizing one’s attraction to other people characterized by the expression or non-expression of love/romance/non-sexual interaction. People use a variety of labels to describe their romantic orientation, including aromantic, homoromantic, and heteroromantic, panromantic, and biromantic.

Same-Gender Loving (SGL) | How some African Americans prefer to describe their sexual orientation, seeing “gay” and “lesbian” as primarily white terms. “Same-sex loving” is also in use.

Sex Assigned at Birth | This term is a more inclusive alternative to “sex” or “biological sex,” as it recognizes that sex categories are socially constructed, rather than biologically mandated, and that one’s sex assigned at birth does not automatically determine one’s gender identity. Assigned sex may be determined on the basis of sex chromosomes (XX = female, XY = male); hormone levels, secondary sex characteristics, and internal and external genitalia may also be considered criteria. Terms to describe assigned sex include female, male, and intersex. (see also AFAB; AMAB)

Sexuality | The complex range of components which make us sexual beings; includes emotional, physical, and sexual aspects, as well as self-identification (including sexual orientation and gender), behavioral preferences and practices, fantasies, and feelings of affection and emotional affinity.

Sexual Fluidity | The concept that sexual orientation can vary across the lifespan and in different contexts. This does not mean that it can be changed through volition or therapy.

Sexual Orientation | An enduring emotional, romantic, sexual, and/or affectional attraction. Terms include gay, lesbian, heterosexual, bisexual, pansexual, and asexual. Sexual orientation can be fluid, and people can use a variety of labels to describe their own.

SGRM | An abbreviation for sexual, gender, and romantic minorities. Used as an umbrella term rather than as an identity for a specific person, particularly in international contexts.

SOGI | An abbreviation for sexual orientation and gender identity.

Stealth | A description for people who, after beginning their transition and living as their chosen genders, do not readily tell others about their pasts, specifically their birth-assigned genders. Others may choose to be more or less open about their trans statuses.

GLOSSARY

Third Gender | [gender identity] A term for those who belong to a gender category not recognized in the Western binary. For example, Native American two-spirit people, hijra in India, kathoeyes in Thailand, and travestis in Brazil. Recognizes that people's identities are specific to their culture.

Transgender | [gender identity] An umbrella term for those individuals whose gender identity does not match with that assigned for their physical sex. Among others, the term "transgender" includes those who identify as transsexual, non-binary, genderqueer, or simply just transgender. In its general sense, it refers to anyone whose behavior or identity falls outside of stereotypical expectations for their sex assigned at birth. Transgender people may identify as straight, gay, bisexual, or any other sexual orientation. Sometimes shortened as "trans" or "trans*."

Transition/Transitioning | An individualized process by which transgender people move from living as one gender to living as another gender. There are three general aspects to transitioning: social (e.g. name, pronouns), medical (e.g. hormones, surgery), and legal (e.g. gender marker and name change). Each path through transition is unique to the individual, and some may choose not to transition socially, medically, and/or legally due to access barriers or other personal reasons.

Transsexual | Historical term referring to a person whose gender identity consistently differs from what is culturally associated with their sex assigned at birth. Often refers to those who physically change their body, so it matches their gender identity. Many trans people do not identify with it, as it is largely outdated and inaccurately conflates the nature of trans identity with the obligation to undergo sex reassignment surgery. This term is viewed as offensive to a large majority of the LGBTQ+ community.

Transphobia | Fear of, hatred of, or discomfort with people who are transgender or otherwise gender non-normative.

Two-Spirit | [gender identity] Contemporary term chosen to describe certain North American Indigenous and Canadian First Nation people who identify with a third gender, implying a masculine and a feminine spirit in one body. Replaces the problematic term berdache.

WSW | An abbreviation for women who have sex with women. This term emphasizes the behavior, rather than the identities of the individuals involved.

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