

PHL 'I Speak' Pins

Last year, PHL embarked on developing and implementing a Title VI Plan, as required by the Federal Aviation Administration. The Title VI Plan encompasses the Airport's public-facing nondiscrimination efforts, which include Language Access initiatives supported through [PHL WORKS](#) and our focus on diversity, equity and inclusion (DEI). The Offices of Business Diversity/Accessibility; Guest Experience; and DEI have taken this opportunity to enhance language services to the public and internally continue to build our community.

One of those enhancements is to encourage and allow employees to wear "I Speak" pins on their lanyards or uniforms. In certain circumstances, the nature of an employee's job may not allow this for safety reasons or your job function, but for the majority of employees, this is a possibility.

If you are fluent in a language other than English and you are comfortable with passengers approaching you to ask a question in their most familiar language, we would welcome your participation. The process is easy if you would like to participate.

1. Identify what language(s) you are fluent in and send that information from your phl.org email address to obd@phl.org. You can also leave a voicemail at 215-937-1801 with the language, your name, and preferred method of contact.
2. We will issue you pin(s) similar to those below.
3. Give us your feedback if you provide language assistance to obd@phl.org.

If you have any questions or suggestions, please contact:

Denise Bailey
Vice President, Business Diversity and Accessibility
obd@phl.org or 215-937-1801

Thank you for making our airports more welcoming and inclusive!

