



## BEING DESIGN NEUTRAL

### Introduction

We want to lead by example. Each of our design decisions shall be responsible and will enable unrestricted interaction with the information we provide. We shall ensure our designs are without any bias.

Impartiality is a prerequisite to any independent design process. It necessitates that all design considerations are free from influences that may bias selection, conduct, findings, conclusions, recommendations and reporting.

PAPL Corp ensures that all processes shall be independent and impartial without any patronage or favour and shall align completely with the requirements of the codes and design brief of the client. We strongly believe that all decisions are made by the client and that PAPL Corp is neither an influencer nor an enabler but a mere facilitator.

Impartiality also implies that the views of all stakeholders are taken into account, with different views appropriately reflected in the design process and reporting.

### What is Design Neutrality?

- All design parameters shall be neutral and not influenced by, or biased to, or aligned with any specific brand.
- All dimensions shall be recommended so as to suit at least four vendors.
- The selected parameters and dimensions shall be aligned with standard references and codes.
- Local government regulatory requirements shall be strictly followed and in the absence of a local code, the national code shall prevail.
- With neutral design ensuring participation of multiple vendors in any selection or qualifying process, the clients may have multiple options to select vendors, who meet their time, cost and quality objectives.

- Design neutrality will favour easy replacements and upgrades in the future.
- Decisions shall be based on objective criteria, rather than on the basis of bias, prejudice, or preferring to benefit one over another for improper reasons.
- An employee or engineer of PAPL Corp exercising professional judgement will need to do so, and be seen to do so, in a way which is free from bias (actual or perceived) and that ensures they are able to give advice which is independent of any personal interests or feelings.

### **How PAPL Corp ensures Design Neutrality?**

- Qualification or selection of vendors shall be done by the Client and PAPL Corp shall not involve itself in any vendor selection or qualification process either during pre-bid or post bid.
- PAPL Corp shall restrict its activity only to an objective evaluation and rating of specification compliance submitted by vendors.
- All parameters selected for traffic analysis shall be as per standard assumptions. However, if traffic analysis is being done as part of due-diligence or modernization, parameters of the existing elevators shall be considered.
- The civil dimensions recommended shall be compatible with NBC 2016 and shall be suitable for at least 4 vendors. PAPL Corp shall maintain documentary evidence and submit the reference where necessary.
- All nonstandard requirements shall be first referred to client selected vendors and confirmation obtained before incorporation in design.
- Should a particular feature or requirement be exclusive to a specific vendor, PAPL Corp shall duly obtain written regret form rest of the vendors and inform the client of the limitation.
- We are independent, impartial and demonstrate our design neutrality so you can have confidence that our advice represents your best interests.
- Our procedures are driven measurable systems. Every step gets analyzed for bias elements and for some reason if anything that is not in line and conflicting with the requirement is found, it is immediately neutralized. A due procedure is followed to ensure such instances do not re-occur.
- Most of our processes are automated including preparation of specifications, technical evaluation and inspection reports. This ensures standardization and eliminates errors in all the processes.
- PAPL Corp's complaints & appeals policy enables customer to escalate potential breaches of impartiality.

## Further information

If you need further details or need our services, please write to us at [info@paplcorp.com](mailto:info@paplcorp.com) or call us at +919884507535 and we will be happy to assist you.