


**HOTCHILL**

REFRIGERATION • AIR-CONDITIONING • ELECTRICAL



# CAPABILITY STATEMENT

**JEPAX.**



Proudly providing high quality electrical,  
refrigeration and air-conditioning services  
throughout Queensland since 2003.



# TABLE OF CONTENTS

CORPORATE PROFILE	04
OUR CORE VALUES	05
OUR SERVICES	06
OUR CAPABILITIES	07
OUR PEOPLE & VALUES	09
PROJECT BY PROJECT, WE DELIVER	10
COMPLIANCE & QUALITY MANAGEMENT	11
WORKPLACE HEALTH & SAFETY	12
NATIONAL CAPABILITIES	13
OUR FUTURE	14
INSURANCES & INDUSTRY ACCREDITATIONS	15
CONTACT US	16





# Corporate Profile

---

Hot Chilli, a proudly Australian-owned and operated company, has been a trusted name in the electrical, refrigeration, and air-conditioning services industry since its inception in 2003. With our roots in Queensland, we have grown to serve clients across the entirety of Australia.

Hot Chilli is a family business, driven by a wealth of collective experience and knowledge spanning over five decades. We pride ourselves on our track record of successfully designing and delivering projects with a total value exceeding \$60 million, demonstrating tangible outcomes for our clients.

Our diverse portfolio reflects our commitment to excellence and a client-centred approach. We have served a wide array of clients across various sectors, including commercial, infrastructure, natural resources, and government. Many of our clients have remained with us over the long term, underscoring our dedication to customer service and our ability to meet their unique needs.

# Our Core Values

---

Hot Chilli is built on five core values which will be reflected in your interactions with our company.



## Working Together

We achieve more for our customers by listening to their needs and working together as a team.



## Quality

We are proud to stand behind the quality.



## Business Solutions

We act through honesty, fairness and accountability.



## Safety, Health & Environment

We care for and protect each other, our business and our environment.



## Innovation

We strive to continuously improve the way we do business.



# Our Services

---

At Hot Chilli, we take immense pride in being a company where both employees and clients share a sense of purpose. Our success is underpinned by the collective expertise of our highly qualified and experienced technical team, coupled with the professionalism of our dedicated administration team.

At the heart of our success is how Hot Chilli engages with our clients, building long-term relationships through our professionalism, experience, and technical expertise. Throughout our years in business, our unwavering commitment to customer service has remained a cornerstone of our operations. Notably, Hot Chilli's ISO accreditation serves as a testament to our dedication to delivering quality products and services.

Our director, Larry Smith has drawn on over 35 years of industry experience and a wealth of knowledge to build a company with a reputation of excellence in customer service, service delivery and safety. At Hot Chilli, understanding our clients' unique requirements is a paramount focus. We take immense pride in our "no call back" philosophy, ensuring that all our clients receive service of the highest calibre, minimizing downtime and the need for callbacks.

Larry has surrounded himself with talented long-term staff who possess a range of complementary skills and qualifications. This approach has been instrumental in Hot Chilli's evolution into a company celebrated for its innovative solutions and consistently excellent outcomes.



**Founder and Director**

**Larry Smith**



# Our Capabilities

“ We stand by what we deliver.

Hot Chilli has solidified its position as a distinguished industry leader in electrical, refrigeration, and air-conditioning services since 2003. Our unwavering commitment to exceptional customer service, unparalleled expertise, and unwavering reliability has earned us a stellar reputation in the field.

## ✓ Proven Track Record

With almost two decades of experience, our qualified and seasoned team has consistently delivered top-notch services to a diverse clientele. We understand the nuances of our industry and bring this wealth of knowledge to every project we undertake.

## ✓ Preferred Supplier

Hot Chilli Electrical is the supplier of choice for numerous commercial and industrial clients as well as various government entities. This trust is a testament to our ability to consistently meet and exceed our clients' expectations.

## ✓ Comprehensive Services

Our range of services covers professional programmed maintenance, swift breakdown assistance, and reliable support services. We ensure that your electrical, refrigeration, and air-conditioning systems operate optimally, keeping your business running smoothly.



# Our Capabilities

**Our technical team provides clients peace of mind when engaging Hot Chili for any of the following:**

- Programmed maintenance services,
- Breakdown and support services,
- Building Maintenance Services (BMS),
- Design and installation of scalable refrigeration and air-conditioning solutions,
- Design and construction of chillers,
- Installation of equipment and facility upgrades (including sales and support),
- A full range of electrical, refrigeration and air-conditioning contracting services,
- Testing and auditing,
- Operational assets management, and
- Specialist metering services.

We foster enduring relationships with our customers, suppliers, and employees. What sets us apart is our unwavering commitment to nurturing customer satisfaction through exceptional service anchored in respect and trust. As experts in electrical and communication solutions, we provide our clients with cost-effective, sustainable, and commercially oriented options. Hot Chilli has a history of successfully managing major projects nationwide, addressing our clients' everyday service and maintenance needs.

At Hot Chilli, we understand that service excellence and top-tier products are inseparable. This is why we source and utilize only the finest materials and components in our refrigeration, air-conditioning, and electrical systems. The products and materials we provide adhere to the highest design standards, ensuring prolonged performance, uncompromising quality, and exceptional value. Hot Chilli remains dedicated to supporting local suppliers whenever feasible.



# Our People & Values

At Hot Chilli, we wholeheartedly believe that our most valued asset is our devoted team of professionals. We prioritize the growth and development of our people, investing significantly in their expertise through a combination of in-house and external training and development programs.

Our directors serve not only as leaders but also as role models, actively participating in every facet of our business, consistently upholding the highest standards through their own actions and unwavering dedication.

Our team operates as a unified force, seamlessly melding their skills and commitment to consistently deliver top-tier products and services to our esteemed clients. We recognize that it is the collective dedication of our team that distinguishes us.

At Hot Chilli, the cornerstone of our success lies in our people, and we are dedicated to nurturing their growth and ensuring they remain at the forefront of our success.



**Larry Smith**

*DIRECTOR, CO-FOUNDER*



**Kaylene Smith**

*FINANCIAL MANAGER, CO-FOUNDER*



**Jed Smith**

*CHIEF OPERATING OFFICER*

## Project by Project, We Deliver.

---

Hot Chilli has forged an outstanding reputation, grounded in a steadfast commitment to unparalleled service quality and the consistent delivery of successful outcomes, setting us apart from our competitors.

Our specialization in tailored electrical services underscores our dedication to meeting our clients' unique needs. Our tradespeople are equipped with the expertise, training, and state-of-the-art equipment necessary to ensure project success.

We take pride in consistently surpassing expectations in project delivery, safety, environmental control, and service continuity. Every project and service we undertake is executed with efficiency, uncompromising quality, adherence to budget constraints, and punctuality.

This dedication to our clients, our team, and the environment is ingrained in our company culture, and our ability to deliver is fortified by our extensive expertise, local knowledge, and industry experience.





# Compliance & Quality Management

At Hot Chilli, our firm commitment to our values permeates every facet of our interactions with clients and our environmental responsibility. The cornerstone to our success is our robust quality management systems. Our daily operations mirror our dedication to delivering professional, ethical services to our clients, underpinned by our values, processes, systems, training, and leadership.

Hot Chilli places immense importance on the continual enhancement of our Quality Management System, a fundamental driver of our reputation, exemplified by our Australian Quality Assurance Standard ISO 9001:2015 accreditation (License No. AU1225QC).

Our quality management system is structured in a hierarchical framework, encompassing company policies, standards, procedures, and resources. When Hot Chilli engages with a client, meticulous planning ensues to implement our quality management system, ensuring firm adherence to quality procedures and work practices throughout the project. As part of Hot Chilli's ongoing commitment to quality improvement, control, and performance, a profound focus is placed on understanding customer requirements.



**We take pride in consistently exceeding our clients' expectations in terms of project delivery, safety, environmental stewardship, and service continuity.**

# Workplace Health & Safety

Hot Chilli places the utmost importance on creating a safe and healthy work environment for both our employees and contractors. This commitment is exemplified by our impeccable safety record, boasting zero workplace incidents.

Our pledge is not just to meet but to surpass the health, safety, and environmental standards expected of an industry leader, with the overarching aim of maintaining a workplace that is free from accidents, promoting good health, and demonstrating environmental responsibility.

Hot Chilli has wholeheartedly embraced and executed the Workplace Health and Safety (WHS) policy framework recommended by Safety Connect Australia and the Australia Refrigeration Council. This framework has been seamlessly integrated into our ISO Quality Management System.

This comprehensive framework encompasses the following WHS areas:

- Safety management systems and control
- Hazard identification, risk assessment, and control
- Workforce planning, including competence training, staff wellbeing, and fitness for work
- Employment relations
- Emergency preparedness and response
- Evaluation of compliance
- Health surveillance





# National Capabilities with a Local Presence

Hot Chilli's track record of consistently delivering countless projects on time and within budget for our clients sets us apart as an industry leader. Our unwavering commitment to effective project delivery not only meets but also exceeds our clients' expectations.

We operate as a true business partner, dedicated to achieving the optimal outcomes for your projects. We maintain a persistence to deliver projects effectively and go above and beyond the expectations of our clients.



# Our Future



## Social Responsibility

Our dedication to a sustainable future extends to our active support for community groups and charitable causes. We proudly back the National Breast Cancer Foundation by donning pink shirts, with a portion of each sale donated to their cause. Furthermore, Hot Chilli has generously sponsored various local sporting teams, with the goal of enriching opportunities for young individuals. As a company, we are equally attentive to the well-being of our employees, understanding that fostering effective and sustainable working relationships requires our commitment to their welfare. We firmly believe that we are in partnership with our staff in our collective journey toward excellence.

---

## Education

Our commitment to the next generation is resolute as we provide apprenticeships and learning opportunities. We support our apprentices through practical programs and offer assistance with their assignments. In an ongoing commitment to staff development, we invest in courses facilitated by external experts, providing opportunities for growth. Additionally, our sponsorship initiatives empower our staff to pursue further studies.

---

## Sustainability

Sustainability is woven into the fabric of our business. We harmonize eco-friendly technology with a touch of elegance to deliver optimal economic and environmental outcomes. Our guiding principle is "Through Reduction We Progress," evident in our dedicated recycling efforts and paper reduction initiatives. We are transitioning our vehicle fleet towards greater efficiency, and we take pride in consistently surpassing our clients' expectations regarding project delivery, safety, environmental responsibility, and service continuity.

Hot Chilli has fully adopted the Environmental Management and Monitoring Systems recommended by Safety Connect Australia and the Australian Refrigeration Council Limited (ARC), conducting all activities in an environmentally responsible manner.

# Industry Associations & Insurances (accreditation)

Hot Chilli's industry licenses provide a strong assurance of our workmanship. Our dedicated team consists of fully qualified and licensed electrical and refrigeration mechanic contractors, delivering excellent service and expertise.

- ✓ QBCC License #1257727
- ✓ AS/NZS ISO 9001:2015 certified
- ✓ Electrical Contractors License #76639
- ✓ Refrigerant Trading Authorisation License #AU37931

## Insurances

### Public Liability

Policy Number: 42SV00669COM  
Limit of Liability: \$20,000,000

Special Endorsements: Liability Extension to Contractors  
Limit of Liability: \$20,000,000

### Work Cover (Qld)

Policy Number: WAB130620770

# CONTACT US

**JEPAX.**

JEPAX Pty Ltd

T/AS HOT CHILLI ELECTRICAL

T/AS HOT CHILLI REFRIGERATION & AIR- CONDITIONING

trading as Hot Chilli

PO BOX 7666

URANGAN QLD 4655



+61 400 725 084



hotchilli@hotchilliqld.com.au



www.hotchilliqld.com.au

ABN 54 160 638 899