



The Commercial Moving Group (CMG) is the UK's leading quality assured network of independent commercial movers.

# Universal Commercial Relocation takes CMotY crown

**Universal**

After being a finalist in 2013 and 2014, Universal Commercial Relocation went one better in Belfast and went home with the coveted Commercial Mover of the Year trophy.



→ Sarah Cole of Universal Commercial Relocation with John Mitchell of Pluscrates, former CMG Chairman Kevin Mack and BAR President Gary Wheadon.

"To win a competition overseen by BAR and BIFM, the UK's leading member organisations in the office relocation and facilities management fields respectively, is a wonderful commendation for Universal," Managing Director Sarah Cole says. "It's great external recognition of all the hard work of our team." Universal is a family business, established back in 1978 by Sarah's parents, Bill and Mairead Murray. From the start, Bill and Mairead were committed to building a highly specialist, quality assured and professional office relocation company, delivering total move solutions to their clients. The whole approach of the company to this day has been focused on integrity and on building strong

relationships with both staff and clients.

"I am very proud that this award recognises my parents' achievement in the business they built, and the fantastic long-standing team of office and operative staff who care about each other, our company and our clients, and all take great pride in their work," Sarah says. During the CMotY process, judges look closely not only at the quality of the technical and service delivery on the move projects in the competition application, but also assess the whole client experience and customer relationship management procedures. Patrick Molloy, General Manager at Universal, says that "we always strive to deliver a tailored and personal solution to our clients,

and it is very encouraging to know our clients appreciate our value added approach and place trust in our team." The second stage of the competition includes an internal audit of the business that thoroughly analyses a company's quality assurance. Since Sarah joined the family firm in 2001, she has been very focused on improving the quality, environmental and H&S systems at Universal. She says that she is thrilled that this approach has now been recognised by the most prestigious award in the business. "We feel very positive about the coming years for Universal, buoyed by winning the competition," Sarah adds.

"It is an exciting time in our market, with many office moves being the catalyst for transformational projects within organisations. We want to continue to offer and develop relocation services that support our clients as they manage change in the evolving workplace. As a second generation family business, we want to continue in our aim to offer the best of both worlds – highly professional and innovative services delivered with the personal touch."

**Universal Commercial Relocation**

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## Congratulations from CMotY 2015 sponsor Pluscrates

John Mitchell, Pluscrates Ltd: "From our perspective, the British Association of Removers has historically been and remains today the most recognised and respected removal trade association in the UK. The Commercial Moving Group, within its membership, brings together the most experienced, talented, innovative and professional commercial relocation businesses in the UK. Being awarded Commercial Remover of the Year means being recognised as the best of the best – it's a wonderful achievement and, deservedly, a source of great pride for the winners down the years. As a specialist independent business supporting commercial relocation our sponsorship of this award and our connection

with BAR and CMG has also been a source of great pride. In supporting the award Nick Flaxman, Neil McGuigan and I each feel as though we've shared both the heartache and the joy of all the contestants. It's been exhausting and enjoyable in equal measures! Our congratulations this year go to Universal Commercial Relocation. Neil and I had the good fortune to have worked with Bill Murray shortly after he launched UCR in the late 1970s. We're sure that Bill will have been delighted to see how his daughter – Sarah Cole – has taken UCR forward, enhanced its quality and its stature within the industry and had that good work recognised in Belfast as winners of CMotY 2015.



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