



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

Universal heads back to top of CMotY podium

For the second time in three years, Universal Commercial Relocation has been named Commercial Mover of the Year (CMotY).

"To compete against the best in the business and receive this accolade is a very positive endorsement for us as we move into our 40th year in the industry," Managing Director Sarah Cole said after picking up the prestigious award at the BAR Annual Conference in Cardiff.

The whole team will be participating in this year's CMotY celebrations. There will be a special social event for staff in the summer, while all operational employees have been awarded two extra days' leave in recognition of the pivotal part they have played in Universal's achievement.

Market leaders in workplace moving

The Greater London-based company won the award for the first time in 2015 and has now reclaimed its position at the top. Sarah believes the strength of Universal's customer service has been the main driving force in the company's success over the years. "Customer service is embedded in all elements of the business from our focus on a robust quality management system to our stance on project delivery and staff development," says Sarah. "This award recognises that clients appreciate transparency, client service and real value for money."

As a result of the comprehensive and rigorous judging process which involved eliciting feedback from Universal's clients, the judges singled out Universal's commitment to deliver on all aspects of a relocation, from communications to service delivery and satisfaction levels. Sarah feels that the commercial moving standard BS 8522, which was developed by the BAR and the CMG, has been a powerful initiative to encourage commercial relocation companies to continually assess, benchmark and improve their performance in this specialist relocation field. "It is vital



➔ Sarah Cole, Managing Director, Universal Commercial Relocation receiving the CMotY award at the gala night

that we continue to promote the benefits of retaining a fully accredited mover who is quality assured," Sarah says. "It is in the interests of not only the membership but of our entire industry's reputation."

Looking ahead, Universal is fully focused on continued growth. For Sarah, "this Award will only buoy our efforts to raise the profile of Universal in the workplace industry with a view to supporting new clients on upcoming relocation projects. In such a dynamic market of change and transformation for many organisations, Universal is keen to expand its client base establishing and collaborating on new service partnerships." The company plans to expand the operational team over the next 12 months and will be seeking new apprentices for the business from the BAR initiative with the Real Apprenticeship Company. "Universal has always resourced projects with full-time

Universal employees," Sarah told R&S. "We are looking to ensure that we are continually building the team with new staff who can develop a long term career with our company."

"As a second generation business, we are excited by the future opportunities in the evolving marketplace, without ever losing sight of the overarching principle which has not changed since Universal first started business in 1978 – it is all about the client."

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Congratulations from Pluscrates, CMotY 2017 sponsor

Our warmest congratulations to Universal Commercial Relocation for being awarded winners of CMotY for 2017. The level of entrants this year remained as competitive as ever and it is testament to all merit winners and finalists that all their

hard worked is recognised. The award remains very important to Pluscrates and we were once again delighted to be able to sponsor the competition and support the CMG. Nick Flaxman, Sales Director, Pluscrates



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