

Future of Excellence in Education Award Winner 2025

Fibreline



Established in 1982, Fibreline - one of the largest independently owned cushion fillings suppliers in the UK - is driving innovation in the upholstery sector.

Why is education and training important to your business?

Our journey toward becoming a people-centric organisation began in 2022 with a renewed focus on our ethos and culture. By working collaboratively with our workforce, we have seen marked improvements in employee engagement and retention.

The year 2024 was challenging for many in the furniture industry, marked by rapid innovation, shifting attitudes, and transformative technological advances in manufacturing.

Recognising that the industry does not stand still, Fibreline has embraced the need for continuous evolution, and as we look

beyond 2025, our focus is on embedding learning and development into operations, fostering career growth, and enhancing workforce engagement through robust succession planning.

What are the training initiatives you have introduced?

Fibreline has taken significant steps to attract, engage, and develop talent within our organisation.

Since 2019, we have offered Chartered Manager degree apprenticeships, providing individuals with exposure to various roles and departments, helping them find their niche and establish long-term careers within our organisation.



This initiative has successfully introduced talent into manufacturing, a sector that may not be an obvious first choice for many.

Alongside this, Fibreline offers apprenticeship opportunities for current employees, including Level 3 courses in Team Leader/Supervisor, Business Administration, and CIPD Foundation Certificate in People Practice. These programmes have enabled personal development, enhanced skills, and career progression for existing team members, contributing to a more motivated and capable workforce.

Recognising the transformative power of technology, we have begun incorporating AI-driven video training aids.

These tools support learning in areas such as induction, health and safety, and operational procedures, offering alternative methods to complement existing documentation and processes.

To drive our ambitions forward, we have established an Employee Engagement Committee, focused on fostering collaboration, teamwork, and engagement. This includes organising regular social events to build camaraderie and strengthen team cohesion.

What are your plans for future training and education initiatives?

To build on our successes, we have ambitious plans for 2025 and beyond. We aim to provide clear, tailored progression paths for current degree apprentices, ensuring long-term growth and retention.

In the first quarter of 2025, we launched our Future Leaders Programme.

This initiative will equip employees at all levels - as well as external graduates and experienced professionals - with leadership skills, operational expertise, and health and safety training.

Participants will be prepared for careers within our management team, creating a pipeline of capable future leaders.

Fibreline's 'Cushion College' is an internal training framework which will encompass every aspect of learning and development, from onboarding to advanced skills training.

By aligning with apprenticeship principles and emphasising knowledge, skills, and behaviours, Cushion College aims to:

- Enhance job satisfaction and engagement.
- Foster a sense of value and pride among employees.
- Provide long-term career prospects through structured learning and progression.

How do you provide a rewarding working and learning environment?

By combining innovative technology, structured programs, and a focus on engagement, we aim to attract and retain talent while fostering growth and satisfaction.

Through partnerships with educational institutions and dedication to excellence, Fibreline is proud to contribute to the furniture industry's future and demonstrate our commitment to ensuring our employees operate in a rewarding working environment.

