

## **Observations – Roseline Klein, Sustainability Manager, Watercare**

Roseline agreed to the difficult task of picking up the threads of interesting discussions during the Dialogue and feeding them back in a reflection session (which she did superbly!).

She reflected on the important role that universities can play in getting beyond the “skilled amateur” syndrome. Few sustainability practitioners studied the concepts and approaches to sustainability during their degrees, although a number have gained subsequent qualifications. Universities can offer the frameworks and understandings beyond the tools.

Some observations on each of the roundtables:

**Innovation** – the importance of design thinking and communicating stories

**Supply Chains** – the need to explain performance to subcontractors, especially since the concepts are new and often difficult to measure

**Market shaping** – the importance of collaborative approaches and the opportunities to transform the business into higher value products and services

**Māori economic development** – the four capitals need to be re-discovered by both Māori and pakeha businesses

**Energy** – the transition to more sustainable energy sounds easier than it is; getting there needs an ongoing commitment to overcome the obstacles

**Accounting** – the accounting challenge is often communication about broader issues than financials. It is difficult to get complex concepts through to Millennials for example.