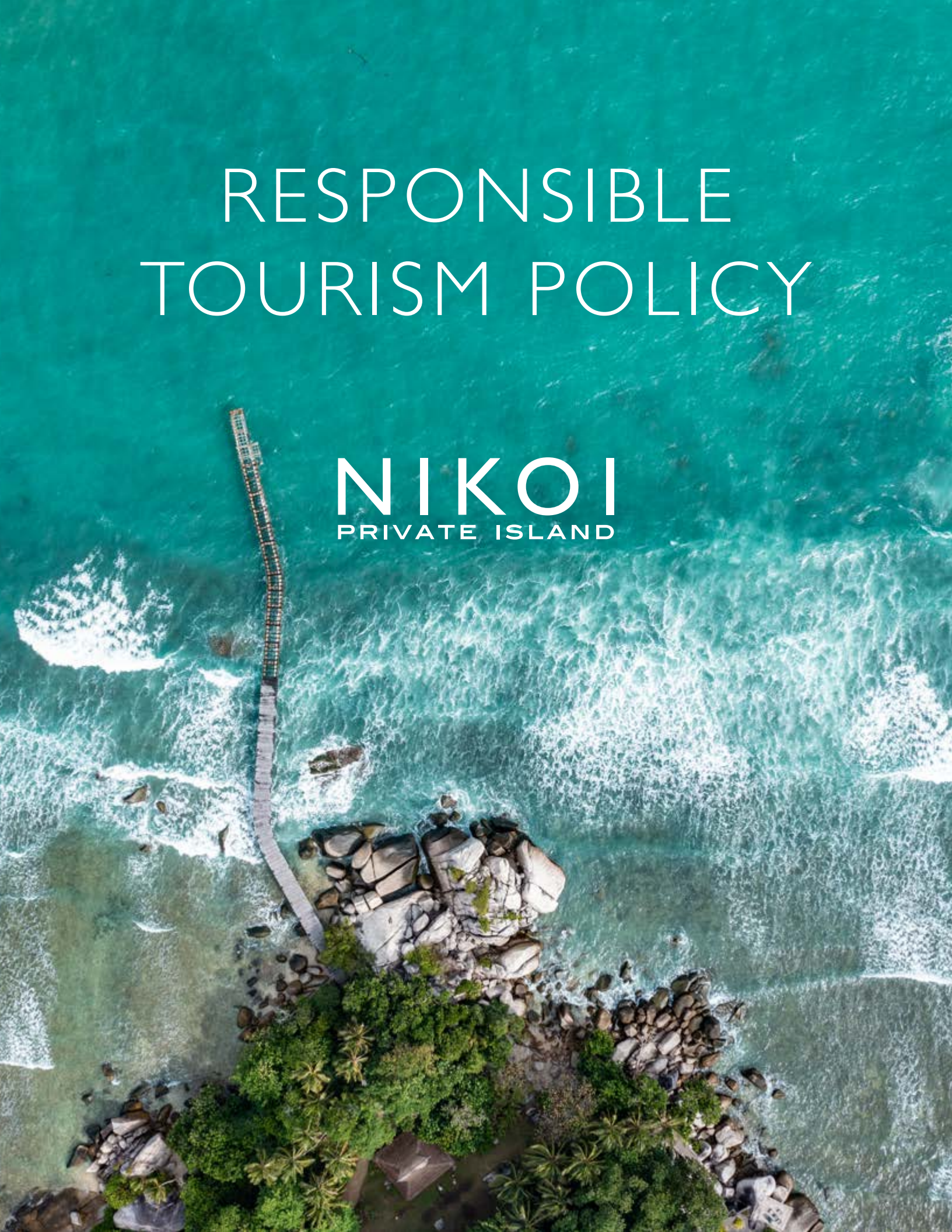
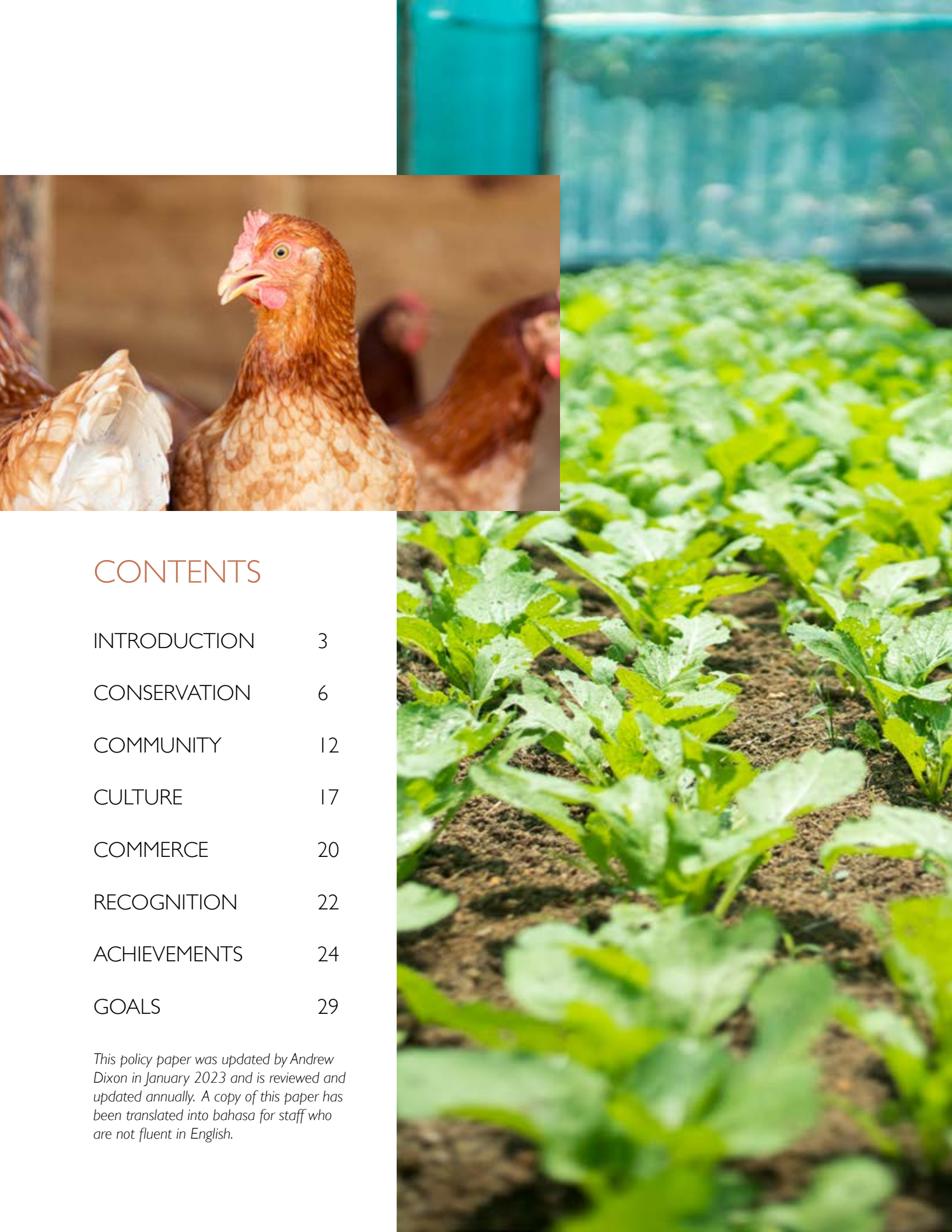


RESPONSIBLE TOURISM POLICY

NIKOI
PRIVATE ISLAND





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This policy paper was updated by Andrew Dixon in January 2023 and is reviewed and updated annually. A copy of this paper has been translated into bahasa for staff who are not fluent in English.

INTRODUCTION

Nikoi Island is a 15ha island in the South China Sea just 8km off the east coast of Bintan in Indonesia and just 90km from Singapore. Two thirds of the island is covered in virgin rainforest and the coral reef surrounding the island is rich in marine life.

The present owners acquired a leasehold title to the island in 2004. Whilst there were no inhabitants on the island when it was acquired, there were signs that at some stage it had been inhabited and farmed for coconuts. The current owners are a small group of friends who were disenchanted with the standard of holiday accommodation on offer within close range of Singapore. Cultural sensitivity, vernacular design, privacy and simple luxuries seemed unheard of. After obtaining the necessary government approvals, building began in earnest in 2005. The first 6 houses were opened on the northern beach in May 2007, followed by 9 more on the southern beach in May 2009 and 3 additional ones in 2020.

The success of Nikoi is evidenced by the fact that it has operated at over 90% occupancy for seven years with guests booking, on average, more than 4 months in advance in order to secure a room. The island is marketed without any advertising or the use of any intermediaries.

Instead of advertising the approach has been to donate what might have otherwise been spent on advertising to [The Island Foundation](#) ("TIF"), a registered charity in Singapore and Indonesia that was established by the owners of Nikoi in 2009. Encouraged by the interest in Nikoi the owners opened a sister property called [Cempedak Island](#) in 2017.

TIF's primary focus is education for local communities. Since its conception, 10 learning centres have been established on Bintan and the surrounding islands, 2,700 students have participated in TIF's learning program and more than 1,435 teachers have been trained through TIF.

In 2022 the Governor of the Riau province formally gazetted an area of 138,000 ha along the East coast of Bintan as a Marine Protected Area. Both Nikoi and Cempedak are within the boundaries of this MPA. Detailed management plans have been prepared and funding now secured from the government to see this area better managed.

In the context of the UNs Sustainable Development Goals (SDGs) the development and operation of Cempedak and Nikoi has benefited 15 of the 17 goals.



PHILOSOPHY AND APPROACH TO RESPONSIBLE TOURISM

Nikoi Island is quite unique in many respects. The concept has challenged, at all levels, the preconceived norms of what guests and stakeholders expect from a hotel or resort. From an environmentally friendly design that avoids the use of air-conditioning, to the use of fixed menus in the restaurant, to the establishment of two foundations, to the minimal use of energy and the recycling of water and waste; Nikoi has pushed the boundaries beyond which no other hotel in the region has gone. In the process, the owners have shown that responsible tourism can not only be profitable for all stakeholders but also beneficial to the environment and without guests feeling that their comfort has been compromised.

THE LONG RUN

From the outset, the owners had a strong desire to build and operate Nikoi in a sustainable and responsible manner. Nikoi is a proud and very active member of [The Long Run](#) and has adopted their objective of striving to achieve an optimal balance of Conservation, Community, Culture and Commerce (the “4Cs”) and actively promoted the concept to other resorts in Asia encouraging them to join the organisation. In May 2022, The Long Run awarded Nikoi Island with Global Ecosphere Retreats® (GER®) membership, the highest level of certification by The Long Run which is said to represent “a centre of excellence in sustainable business practices”.





CONSERVATION

Nikoi's commitment to conservation is to ensure that not only is the environment protected but where it has been damaged efforts are made to restore it. An important task in protecting the environment is to educate both Nikoi's guests and the local population. There are guided nature walks, documentary nights and sustainability tours available for the guests who are interested. Conservation is also a component of the curriculum that is taught in the learning centres run by the Island Foundation.



BEACH CLEANS

Staff clean our beaches daily for plastic and debris that washes ashore and for many years an annual beach clean up has been organised with the local communities. In 2019, staff began coastal clean ups in collaboration with [Seven Clean Seas](#) ("SCS") and over 350 tonnes of plastic has been collected as of December 2022. When borders were closed for 2 years during the pandemic, furloughed staff from Nikoi and Cempedak who have participated in the program were able to supplement their incomes. So successful was this program that it led to a permanent program being developed in conjunction with SCS. A materials sorting facility has been established in the village of Kawal and full time staff now run the program. Data collected from audits carried out on every clean up has helped identify interventions that will help reduce plastic waste from local villagers entering the environment.

BIODIVERSITY SURVEYS

Regular surveys of the flora and fauna have been undertaken and are updated by a consultant naturalist and marine biologist. These surveys have helped identify 8 possible new species of fish and a number of very rare marine animals that were not known to be resident in the area or in a couple of cases had never been photographed in the wild before.

MARINE CONSERVATION AND MPAs

In 2011, a marine conservation officer was employed to help survey the reefs and marine habitat around Nikoi. The goal has been to establish a proper management plan for the Marine Protected Area (MPA) that was originally proposed by the Government in 2007. In 2018, a MOU was signed with Conservation International (CI) to help develop a management plan for the MPA. Nikoi together with external donors has funded a detailed survey of the MPA that was led by Dr Mark Erdmann from CI and Dr Gerry Allen. This effort has led to the establishment and financing of a new local marine conservation foundation called Yayasan Ecology. An expert on MPAs was engaged to help the local government develop a plan that will benefit all stakeholders. In 2019, a 3 year work plan was agreed with the Fisheries Ministry and other stakeholders to help implement a management plan for the MPA. With support from CI and Yayasan Ecology, local stakeholders were consulted, a management plan was prepared and the boundaries of the existing MPA were amended. In 2022, the revised area was formally gazetted by the local Governor. This was a first for the area and will provide a template for other proposed neighbouring MPAs.

The conservation team on Nikoi supports the work of the local fisheries department and the marine biology department at the local university through providing students with access to the island and equipment for research purposes. In addition, students and professors from the local university joined the survey work led by CI so they could learn from some of the leading marine biologists in the field.

Nikoi's staff regularly patrol the beaches to look for sea turtle nests. When a nest is found, the team fence the area to protect them from predators. This effort has resulted in thousands of hatchlings making it safely to the sea. So successful have our conservation efforts been that we have recently seen the critically endangered short clawed sea otters return to Nikoi to nest.



The area outlined in red marks the Bintan's MPA and covers an area of 12,100sq km, an area which is more than 16x the size of Singapore.



ENERGY REDUCTION

As a concept, Nikoi has demonstrated that luxury does not need to be a room full of electronic gadgetry and fancy fittings but rather simplicity, privacy, space, unique experiences and honest and friendly service can be more valued.

Nikoi's commitment to minimising energy consumption is unsurpassed. Total energy and water consumption levels are well beyond best practice. The whole island runs on an average energy consumption of 13kW (approx 300kWhr/day) with approximately 1/3 of the energy being used in the production of water - something that most hotels would not have to take into account. Water consumption levels are similarly impressive with less than 20m³ used daily for 70+ guests and 75+ staff residing on the island.

The commitment went even further in 2013 with the installation of a 27kWp solar PV array and battery bank. The PV system was upgraded to 53kWp in 2019 allowing the island's generator to be switched off for up to 20 hours a day. During the pandemic when there were no guests staying, renewable energy went to nearly 100% with the generators only run to keep them maintained.

Energy collected from solar PV arrays now provides more than half of the electricity for the island when the guest rooms are fully occupied. The generator is run at its optimum efficiency with the excess energy being stored in the battery bank or used to run a small desalination unit that helps take pressure off our water sources.

ZERO WASTE

Nikoi goes to huge lengths to reduce, recycle, reuse or upcycle any waste and as a result is “zero-waste” (i.e. less than 10% of waste goes to landfill). No single use plastic bottles are shipped to the island (a policy that has been in place since opening in 2007). Nikoi avoids buying processed food and makes their own juices, mixes, bread, muesli, jams, anchovies, ice cream, yoghurt, pasta, syrups and soda water. Suppliers are asked to use reusable containers for packaging. All recyclable waste (steel and aluminium) is returned to Bintan where it is sold/given to local collectors. To provide an incentive for staff to collect and sort the waste, any money collected from waste goes back to the staff.

Waste is sorted into 17 different waste streams. Food waste is composted using an integrated system of biopods containing Black Soldier Fly larvae. Paper waste is used for bedding in the composting system as well as on permaculture gardens on the island and mainland. A glass pulveriser has been installed to process glass

bottles. The glass sand that it produces is used in cement. There is no glass recycling program on Bintan. Sewerage waste is treated in aerobic and anaerobic septic systems. Many of the goods and souvenirs sold on the island are made from recycled products. This includes flip flops made from car tyres and bags made from recycled rice bags. Nikoi has also purchased two “Precious Plastic” designed machines that allow plastic waste to be recycled into merchandise and art.

Nikoi has established a kitchen garden on the island, as well as a 7ha farm on Bintan. Both have been established using permaculture principles and only use natural and organic fertilisers and pesticides. The aim is to provide fresher and better quality organic produce to our kitchen and to improve our knowledge of our food chain. The farm produces enough eggs, chicken, quail eggs for the islands to be self-sufficient. In addition a wide range of fruit and vegetables are grown organically with an emphasis on heirloom and local varieties.



GREEN LEADERS PROGRAM

Staff are encouraged to help develop ideas to make Nikoi more sustainable and a better place to work through a “Green Leaders” program. Staff from each department are invited to volunteer to participate in this program. Through this program staff have developed some great initiatives that have saved the company money, reduced the impact on the environment and made it a better place to work and learnt to be more sustainable in their own homes.





COMMUNITY

Nikoi was built using local and salvaged materials, labour and services. The owners took this one step further and taught many of their contractors and staff new trades and techniques. This not only made operational sense but has also meant that, in the long run, there is a mutual respect with the local community, staff and tradesmen who all take pride in the project. A review of our community impact estimated that the business has a positive direct impact on the lives of 16,000 people in Bintan and surrounding islands.

LOCAL SUPPLIERS

Nearly 100% of the produce not grown on the farm is purchased from local markets or from small traders. Wherever possible we avoid middlemen and actively support locals in establishing businesses that supply fresh, sustainable and organic produce. Nikoi has helped to establish many local businesses. Notably a car rental business that the company helped support from the beginning has grown 12 fold. The supplier of the 'alang alang' for the grass roofs was provided with training on the techniques which resulted in a three fold increase in the price of their product, decreased the frequency that the roofs have to be replaced and transformed the product into one made entirely from natural materials. In helping these businesses set up and develop, Nikoi has helped to improve these businesses significantly and had a much larger positive impact on the local community than other resorts. Nikoi has actively helped a number of staff establish micro enterprises supplying the business with goods and services such as bamboo straws, bamboo luggage tags, fruit and vegetables, yoga and cooking classes.





LOCAL STAFF

All of the staff working for Nikoi are Indonesian including our GM. The only full time expatriate staff members that are employed are as Guest Relations Managers. Many of the staff started working for Nikoi during the construction phase and have gone on to learn new skills that have allowed them to work in front of house roles. In 2022 Nikoi celebrated its 15 year anniversary with 33 staff (26% of the workforce) who have been employed for more than 10 years. Staff work a 5 day week whereas the standard working week in Indonesia is 6 days. A savings and loans scheme was established that has seen average savings rates increase to 20% of their salary and at the same time helped staff lower their borrowing costs significantly. Both formal and informal training is offered as well as helping find mentors for a number of staff. As a result of this Nikoi has tremendous staff loyalty and a very high staff retention (annual staff turnover over the last three years has averaged less than 10%).

CLEAN UP EVENTS

Another contribution to the local community is the organisation of Coastal Clean Up events. This is organised together with the Ministry of Education and includes more than 120 children from 3 schools. The event is organised not only to educate and increase awareness regarding plastic and ocean pollution, but also to help revive the traditional culture by showcasing dance, music and the racing of jongs (model sailing boats). Other coastal clean ups have been organised in conjunction with groups such as Seven Clean Seas. Many of our staff have volunteered to help and organise these activities. During the pandemic when staff were furloughed Seven Clean Seas paid our staff a daily wage for these clean ups.



THE ISLAND FOUNDATION

The most significant impact that Nikoi has had on the local community has been through the establishment of The Island Foundation. The focus of the Foundation's effort has been to establish a network of learning centres so that the local children can be taught a curriculum that helps them to embrace the 4Cs (Confidence, Creativity, Collaboration, Critical Thinking). Education was identified by the village leaders as their most pressing need. In addition to education TIF has helped to develop programs to teach adults English and IT, health, nutrition, football, sanitation and arts and crafts. As these programs have been developed TIF

has sought to hand them back to the villagers. Education remains the core focus of the efforts of the Foundation.

2,700 local children have been taught at the 10 learning centres that have been established to date. These children are gaining access to a whole new world of learning and education through the bilingual content based curriculum that has been developed by TIF together with some world leading educators. In addition to educating children, the Foundation also provides teacher training workshops for local school teachers. These workshops are recognized by the Ministry of Education and provide the teachers with credit points for their own education that in turn allows them to obtain higher salaries. The impact of the programs run by TIF reaches over 15,000 villagers.



All of the Foundation's programs are run along secular lines. One of the villages that TIF works very closely with are the indigenous Orang Suka Laut or sea nomads. TIF has been working with them to develop an arts and crafts business, improved education and, through Nikoi's contacts with the government, opened up a dialogue with the government for them to address the issues that face this marginalised community. They were introduced to the idea of jewellery and in turn to designers from Swarovski Jewellery who helped them improve their techniques. This culminated in the exhibition of a fishing net sown with Swarovski crystals that was displayed at the National Museum of Singapore in January 2015. It was auctioned off to raise money for a water treatment system that was installed for the village in 2016.



Creating the fishing net which was sown with Swarovski crystals and displayed at the National Museum of Singapore in January 2015.

TIF is registered as a charity in both Singapore and Indonesia which has made it more attractive to external donors and the day-to-day functioning of the Foundation more transparent. The majority of the board of directors of TIF are independent. In this way the Foundation is growing to be a bigger and stronger entity than it would be if the funding and management only came from Nikoi.

As a result of this the Foundation is now working with several institutions that support it through the provision of resources and donations (2 of which have committed S\$1mn to date). The Foundation has an excellent relationship with several schools in Singapore, notably United World College who have helped develop the curriculum, run teacher training workshops for local teachers and provide books and other teaching materials.



CULTURE

Bintan has always been relatively sparsely populated with a lot of migration into the area from a myriad of ethnic backgrounds, and therefore it lacked the strong cultural identity that you find in other parts of Indonesia. There are very few culturally significant sites on the island and none on Nikoi itself. Nevertheless, Nikoi has worked with TIF to help document and salvage what remains.

CULTURAL PRESERVATION THROUGH THE ISLAND FOUNDATION

The Foundation has helped document and promote local culture through several programs. Cultural exchange programs have been funded and a number of local cultural events sponsored. The arts and crafts program that the Foundation has helped set up has revitalised a number of dying art forms. In addition the Foundation has been helping the villagers document their history, stories and traditions. In the Orang Laut village in the North East of Bintan the Foundation has helped the village petition to save two old charcoal kilns.





JONG AND KELOK RACES

Twice a year, Nikoi sponsors a local jong race (model sailing boats). These events have helped revive the racing of jongs on this coastline and created greater interest for the younger generation in this fascinating cultural tradition. Up to 250 competitors participate in these events helping bring together the community and take pride in their culture. Nikoi and its sister property, Cempedak, have jointly sponsored a race of manned traditional sailing boats (keloks) helping to revive interest in these sailing boats.

UBAH RUMAH ARTIST IN RESIDENCY PROGRAM

An artist residency program was established together with a leading group of artists based in Singapore, and launched on Nikoi in late 2022. The Ubah Rumah (meaning home of change) program invites selected artists and researchers from around South East Asia to reside on Nikoi at our purpose built studio. Their work, which is a mixture of their own creations and workshops with guests and staff, explores notions of hospitality and ecology primarily in the Singapore-Malaysia-Riau islands region.





COMMERCE

Nikoi operates on the overriding principle that a profitable business is the most sustainable one. A significant portion of the company's profits are reinvested each year to continue to grow the business and develop further opportunities. The company has several other projects in the pipeline as a result. Expansion of the business will allow the company to further build on their efforts in respect of Conservation, Culture and Community.

INVESTING IN A COMMUNITY

The company takes a long term and holistic approach to commerce and, by being seen as a valuable resource in terms of employment and business opportunities for the community, this will benefit all stakeholders in the long run. The most visible aspect of this has been the commitment to The Island Foundation. The company has helped a number of start up businesses develop or expand. Nikoi has a preference for using local suppliers and service providers owned by local individuals.

STAFF WELFARE

All of Nikoi's permanent staff earn above market rates, have employment contracts and are provided accommodation, uniforms, laundry, meals and medical cover free of charge. When medical treatment has not been available locally, staff and their family members have been sent to Singapore for treatment. In one instance Nikoi covered the cost of a six month treatment for Leukaemia for one staff member's child in Singapore.

COVID-19 RESPONSE

During the Covid-19 pandemic, the business was closed for just over 2 years, but during this time all of the permanent staff were retained. Whilst they were on reduced salaries and shifts, they were able to compliment their salaries through the beach clean up programs, maintenance projects that were brought forward and several other initiatives.





RECOGNITION

RESPONSIBLE TOURISM AWARDS

[WTM 2019 - World Responsible Tourism Awards \(Finalist\)](#)

[WTTC 2019 Tourism for Tomorrow Awards \(Finalist - Social Impact\)](#)

[HICAP Sustainable Hotel Awards \(Winner 2016 – Sustainable Communities\)](#)

[Wild Asia Responsible Tourism Awards \(Finalist 2009 and 2012, Winner 2015\)](#)

[Green Hotelier \(Winner 2015\)](#)

[Global Initiatives - Sustainable Business Award Indonesia 2015](#)

[National Geographic World Legacy Awards, Earth Changes Finalist 2014](#)

[Travel + Leisure – Global Vision Award \(Sustainability\) Finalist 2013](#)

[Treehugger – Best Resort 2012](#)

[Conde Naste Gold Standard Award 2014](#)

THE LONG RUN GER MEMBER

As a member of The Long Run Nikoi has been subjected to a detailed review in 2015 and an external audit in 2018 and in 2022 was awarded [GER® status](#). GER® status is recognized by the Global Sustainable Tourism Council. Only 11 hotels in the world have GER® status.



KEY ACHIEVEMENTS

THE ISLAND FOUNDATION

1. Established 10 learning centres
2. Developed a Content Based Language Learning (CBLL) curriculum that helps children with their 4Cs (confidence, creativity, collaboration, critical thinking) and sets them on a path of learning for sustainability
3. Over 2,700 children educated and 1,435 teachers trained
4. All children are assessed for their knowledge
5. Running bilingual daily classes that are free to attend
6. Provided employment and training for the locals staffing the learning centres
7. Developed a strong link with UWCSEA with both teachers and students collaborating time and resources
8. Developed an impact assessment so the impact of the teaching can be assessed
9. Registered the Foundation as a charity in both Singapore and Indonesia
10. Hosted batik workshops for 40 locals by Singapore's leading batik artist Said Sakarsi
11. Hosted teacher training workshops in conjunction with UWCSEA, one of Singapore's leading international schools
12. Established a retail brand (Kura Kura) to sell local arts and crafts
13. Helped villagers develop artisanal products to be sold under the Kura Kura brand
14. Planted mangroves and mahogany trees
15. Arranged for school students from Singapore to teach at the learning centres
16. Organised for Singapore based musicians and creative arts groups to perform at local schools and the Foundation's learning centres
17. Organised for Nikoi's naturalist to talk to the local children about the environment
18. Established a program for guests visiting Nikoi to donate books to the learning centres
19. Raised hundreds of thousands of dollars from external donors to help fund the Foundation
20. In conjunction with the National University of Singapore, designed and installed a PV system to power laptops for the learning centres
21. Filmed and documented local cultural events
22. Helped locate patients for a Cleft Palate program run by Smile
23. Organised village leaders to visit the Population and Community Development Association programs in Cambodia and Thailand
24. Helped organise and sponsor annual jong (traditional model sailing boat) races
25. Worked closely with Orang Laut village in Berakit to protect 2 kilns to be used for alternative uses (the government was going to tear them down)
26. Trained villagers on mosquito control
27. In conjunction with Swarovski, helped the villages make a fishing net that was exhibited in the National Museum of Singapore. It was subsequently auctioned off to raise money to build a fresh water treatment system for the village that was built in 2015
28. Established a learning farm for growing organic products and to learn about composting
29. Established a weekly football program
30. Organised a medical screening for more than 100 villagers
31. "Plastic Ocean" movie screening in two learning centres attracting more than 200 viewers
32. Established a drinking water system and a bottling plant to be managed by Panglong villagers
33. Organised regular creative arts workshops for the children
34. Organised football training workshops for coaches in Singapore and Bintan

KEY ACHIEVEMENTS

CONSTRUCTION

1. A vernacular building design which has minimal visual impact
2. Siting of all buildings and infrastructure to avoid cutting down trees and major earthworks
3. All natural materials and some recycled materials (i.e. driftwood), sand floors, sand paths
4. Furniture built on site using driftwood or recycled timber
5. Natural ventilation instead of air-conditioning
6. Local building materials were used almost exclusively
7. Local tradesman were used during the construction (training many in the process)
8. Two natural grass tennis courts have been built
9. Developed a natural paint for marking lines on the tennis courts



SUPPLY CHAIN

1. Created Sustainable Purchasing Guidelines as a reference in supply chain management
2. Local produce is used almost exclusively and almost no processed food is purchased
3. Fairtrade Indonesian coffee used, decaf coffee is produced using Swiss Water method (ie no chemicals)
4. Boats were constructed and are maintained by local shipyards
5. If available, second hand machinery has been used rather than new
6. No imported or local mineral waters are sold on the island
7. Carbonation of Nikoi's own water for soft drinks and mineral water
8. Homemade syrups for soft drinks using locally grown ingredients (ginger, lemongrass, hibiscus, tamarind and nutmeg fruit)
9. Drinking water is provided in reusable glass bottles
10. No printed brochures
11. Minimal use of plastic both in operations and in construction
12. Toiletries made from natural ingredients are supplied in reusable containers
13. Biodegradable takeaway packaging and bags used
14. Homemade muesli, juices, jams, bread, sambal, bar snacks, coconut milk, ice creams, yoghurt, cookies and pasta
15. Herbs, spices and some fruits are grown on the island
16. Established 7ha permaculture farm to grow eggs, fruit and vegetables
17. Minimal processed food used
18. Compliant with WWF sustainable seafood guide
19. Swimming pools use salt water chlorination
20. Linen has been replaced with organic cotton
21. All diesel engines using biodiesel 30 (a blend containing 30% plant based fuel)

KEY ACHIEVEMENTS

CONSERVATION OF WILDLIFE AND ECOSYSTEMS

1. Minimal landscape lighting so as not to disorientate nightlife (particularly nesting turtles)
2. Planting of indigenous trees and shrubs
3. Almost no painted surfaces
4. No fogging for mosquito or insects
5. Natural mosquito control using an automated ovitrap
6. Lemon grass planted around houses to repel mosquitoes
7. Sunscreen sold on island is reef friendly
8. Petitioning of Singapore port authorities to stop dumping at sea
9. Established a coastal surveillance system to monitor and report on illegal dumping
10. Ensured an undisturbed intertidal zone
11. Two thirds of the island has been preserved as a sanctuary
12. Environmental impact survey undertaken prior to construction
13. Regular surveys of the island's flora and fauna (land and marine) by external consultants
14. Flora and fauna information guides in each guest room
15. Program to protect nesting turtles and monitor their nests.
16. Provided access to the island for researchers studying sea levels
17. Program to eradicate rats that were resident on the island when it was acquired
18. Zoning of Nikoi as a conservation area
19. No trees removed and many new trees planted
20. Working together with Conservation International, an international organisation to support local conservation efforts and the establishment of an MPA (Marine Protected Area)
21. Helped establish and fund a local conservation NGO (Yayasan Ecology) to develop and implement a management plan for the MPA.
22. Funded a comprehensive marine biodiversity survey of the area led by Dr Mark Erdmann
23. Dive surveys have confirmed 2 new fish species to man and 219 new species for the area
24. Six species of fish are awaiting confirmation that they are new discoveries
25. Established a monitoring program for the critically endangered Irrawaddy dolphins, Dugong, Whale Shark, Short Clawed Otter and several other rare and endangered species.



One of the possible new fish species identified by Dr MV Erdmann. Bathygobius sp., Nikoi Island
Credit: MV Erdmann



KEY ACHIEVEMENTS

STAFFING

1. English lessons (weekly) and first aid training programs have been offered to all staff
2. Opportunities provided for all staff to learn new skill sets using external trainers (barista training, rock climbing, mixology, scuba, nature, sailing, windsurfing, tennis, cooking, first aid, life saving, wine training, spa, conservation, creative arts, tree felling, workplace harassment, sustainability). In addition all staff are provided weekly English lessons
3. External mentors have been introduced to staff in key roles
4. Guest chef visits and performing artists have helped train our staff.
5. Establishment of a staff savings and loan scheme. This is a separate entity managed by staff. Staff are now saving on average 20% of their salaries.
6. Introduction of a 5 day working week. The norm in Indonesia is a 6 day working week.
7. Established a Green Leaders program so that each department can introduce new initiatives and help implement these within their departments.

COMMUNITY OUTREACH

1. Established the Island Foundation to improve education standards and helped to establish sustainable community development programs
2. Performing artists visiting the resort also visit the local villages to provide them with performances.
3. Nikoi has donated numerous free stays to fundraisers held by charities in Singapore.
4. Established a program to allow families of staff to visit and stay on the island
5. Provided equipment, boats and staff in numerous emergency or recovery situations
6. Empowered local business by supporting the family members of staff to supply some of our needs such as bamboo straws, bamboo luggage tags and others
7. Organised twice yearly Coastal Clean Up event for three fishing villages by working together with Bintan Education Board and some elementary schools nearby

KEY ACHIEVEMENTS

ENERGY AND WATER CONSUMPTION

1. Solar hot water systems installed throughout the property
2. Recycling of water for toilet flush and gardening
3. 53kWp solar PV array installed with accompanying battery bank installed (first installed in 2013 and upgraded in 2019)
4. Low voltage LED and CFL lighting used exclusively
5. No tvs, dvds, phones or mini-bar fridges helping to reduce overall consumption of manmade materials and overall energy consumption
6. Naturally dried laundry
7. The reject water from the desalination unit can be reused to top up salt water pool – i.e. no salt or chlorine is added
8. Recycling of grey water for watering gardens and toilet flush.
9. Installation of a drinking water treatment plant using rain water. Includes soda making facility and remineralisation of the water.
10. Routine quality measurement of drinking water, ground water and wastewater
11. Installation of 1700m² of catchment area for rainwater harvesting
12. Established a waste water garden system at Kawal as a secondary treatment for treating wastewater

CULTURAL PRESERVATION

1. Helped researchers with their WW2 research
2. Introduced cultural activities as part of the kids club program
3. Sponsored traditional sailing boat (kelok) races

WASTE MANAGEMENT

1. Recycling of waste (aluminium, glass, paper, cardboard and kitchen waste)
2. Banning of single use plastic drinking water bottles
3. Implemented a fixed menu to reduce food waste
4. Daily cleaning of beaches and removal of garbage
5. Organised regular clean ups of neighbouring islands
6. Established a micro enterprise for villagers to collect polystyrene foam on nearby beaches and recycle it for fill in bean bags. Bean bags made from recycled sails.
7. Installed an aerobic wastewater treatment plant.
8. Installed glass bottle pulveriser so glass can be recycled
9. State of the art shower heads were installed reducing total water consumption by 20%
10. Established a closed-loop system to compost food waste by using Black Soldier Fly larvae
11. Zero waste (less than 10% of waste goes to landfill). Waste is separated into 17 different streams for recycling/upcycling.
12. Plastic positive (more plastic removed from the environment than used).



FUTURE GOALS

SHORT TERM

- Expand permaculture gardens to increase vegetables and fruits grown on the island and on the farm
- Establish a formal training program for existing staff and external candidates
- Establish a plan to help improve areas where the reef has been damaged
- Continue to improve our knowledge of food sources and continue to ensure that seafood in particular is from sustainable stocks and sources
- Establish a recycling/sorting centre on Bintan to further process waste from Nikoi and local communities

LONG TERM

- Help to develop an effective management plan for the existing MPA
- Employ local fishermen to help protect no fishing zones
- Increase the use of renewable energy sources for power generation
- Reduce carbon emissions to zero
- Increase rainwater catchment and storage





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