

We have always felt it important to hire staff locally, because in this way they can commit themselves to the values and operations of our company. The customers appreciate this. The permanent staff is mostly employed year-round and some additional help is hired during peak seasons. It is important to take care of the staff, as it reflects on the customer service. We purchase some local products like fish, potatoes, berries and souvenirs.

We also cooperate with the local community by working with local churches. In the Levi tourism destination, we have begun to work with companies that have similar values like us, on developing tourism products around the theme 'silence' and supporting the off-peak seasons. The business is also a member of the local marketing organization Pyhän-ryhti. We have an association of 2000 members, who support the Kairosmaja and in this way we can commit to regular customers of our operation. This enables us to have long-lasting, deep relationships with those customers. With the help of the members' voluntary work, we have been able to build a new sauna by the lake Pyhä.

***Educating the visitors about local nature and culture**

We do not use any motorized transportation when moving in the nature. When we are in the nature, we advise our customers not to leave any trash behind, but to bring it back with them. One example is that we use wooden sticks instead of plastic servers when possible and the guests bring their own dishes (cups) with them. We often tell our customers about nature and the importance of conservation. We spend a lot of time in the National Park and the surrounding scenery, often it becomes 4-6 days of the whole week.

We try to take the environment in to account in most of our actions. For an example is in the company's building and activities (sounds, colors) and in the accommodation we use 1 set of linen for each customer per week, unless they request otherwise. We recycle some of our waste, like paper, according to the possibilities there are in the region.

You cannot emphasize enough the local traditions, culture and history with customers. We cooperate with the local art association, Tunturin Taidepaja, in organizing art camps. In our café we have an art show telling the local history of Pelkosenniemi municipality.