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For Monalisa Group, it is essential to safeguard the health of employees and diners. That is why we have implemented a hygiene protocol explained in the MonaSafe manual. You may find the hygiene protocol's detailed actions against COVID-19 that we are carrying out in the Sunset Monalisa, Jazz on the Rocks, and Pan Di Bacco restaurants.

ACTIONS TAKEN IN THE KITCHEN AREA



Mandatory use of masks for all staff members.



Frequent cleaning with disinfectant on common-use surfaces, such as work tables, machinery, sinks, vending machines, and telephones, among others.



Disinfection and deep sanitation of the entire kitchen once a week.



Use of ozone technology for constant disinfection of areas in general.



Use of gloves in the handling of raw products ready for consumption (cold area).



Daily purchase of products to avoid storage.



Monitoring all staff (in case of presenting the slightest symptom, they are sent to isolation for 14 days).



Limited workforce to avoid crowding in areas.



Motivation for staff to keep a considerable distance, minimize physical contact, and frequently wash their hands with soap and water.



Personal pocket gel alcohol dispenser for each kitchen member.

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ACTIONS TAKEN IN RESTAURANT AND CUSTOMER SERVICE



Use of masks, face shield, and gloves in valet parking service to avoid contact with cars' interior. We work with the company 5G, which provides us with the disinfectant we apply in the restaurant.



Welcome by our Experience Ambassadors, making sure to respect a considerable distance between one group and another, taking temperature, offering gel alcohol, and giving directions for the use of the disinfection booth.



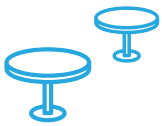
All team members must wear masks and have their disinfectant spray kit to use in everyday use areas. They also work with a personal pocket gel alcohol dispenser.



We make sure to work with suppliers that ensure proper security protocols.



Disinfection and sanitization of the entire restaurant area once a week.



All tables are separated from each other more than 2 meters (more than 6 feet) to ensure we provide a safe distance between our guests. We follow the state's instructions to place the max. number of people seated at one table.



Use of QR codes on each table and having few printed-laminated for sanitization in case of use.



Use of LED ultraviolet light technology for sanitizing and purifying dishes.



All dishes must be covered before leaving the kitchen until they reach the diner table.



We work based on a service sequence. We consider all the moments in which we usually require interaction or contact with the client to be prepared with the necessary supplies and quantities, such as disinfectant, gel alcohol, clean towels, etc.



For the payment process, the diner is encouraged to do it through virtual options. Still, if this is not possible, each team member will offer disinfectant before paying, and the cash will be sanitized later.

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PUNTOLIMPIO
MÁXIMA CALIDAD HIGIÉNICA

The Punto Limpio Quality Certificate in Good Hygienic Practices, designed for companies in the tourism sector with an endorsement of SECTUR, accredits Sunset Monalisa establishment as a consumer center that follows all hygiene regulations.
<https://setuesbcs.gob.mx/punto-limpio/>

UV LAMPS

These easy, fast and safe UV lamps eliminate 99.5% of viruses and bacteria in 10 minutes.

- UV lamps are ideal for total sanitation of rooms, kitchens, closed restaurants, hotels, boardrooms, waiting rooms, laboratories, corridors, offices, production lines, and any area with an influx of people.
- They have an optimal wavelength in the germicidal band that terminally disinfects without the need to touch any surface. The process is carried out in minutes and without setbacks, leaving the facilities ready for immediate reuse.
- These lamps kill bacteria and viruses by 99.5% through short wave ultraviolet radiation.



DISINFECTION BOOTHS DRY VUV-C OZONE SYSTEM

Ozone eliminates 99% of all viruses and bacteria. It is not a toxic substance; completely dry, thanks to UV rays, it is completely sterile and leaves no residue since the gas disintegrates in one hour.

- It is a fast and effective disinfectant.
- Eliminate 99% of viruses and bacteria in seconds.
- It is not a toxic substance.
- It is dry.
- Energy consumption is minimal.
- It is friendly to the environment.
- It does not require constant purchase of supplies.
- Thanks to UV, the air is 100% sterile.
- Leaves no residue since the gas disintegrates in less than an hour.



PROFESSIONAL SANITIZATION

- Sanitization with products approved by the EPA (Environmental Protection Agency).
- Recurrent disinfection of interior and exterior areas.
- Use of state-of-the-art equipment for sanitation.
- Sanitization has a spectrum of duration of several days in which it continues to act.





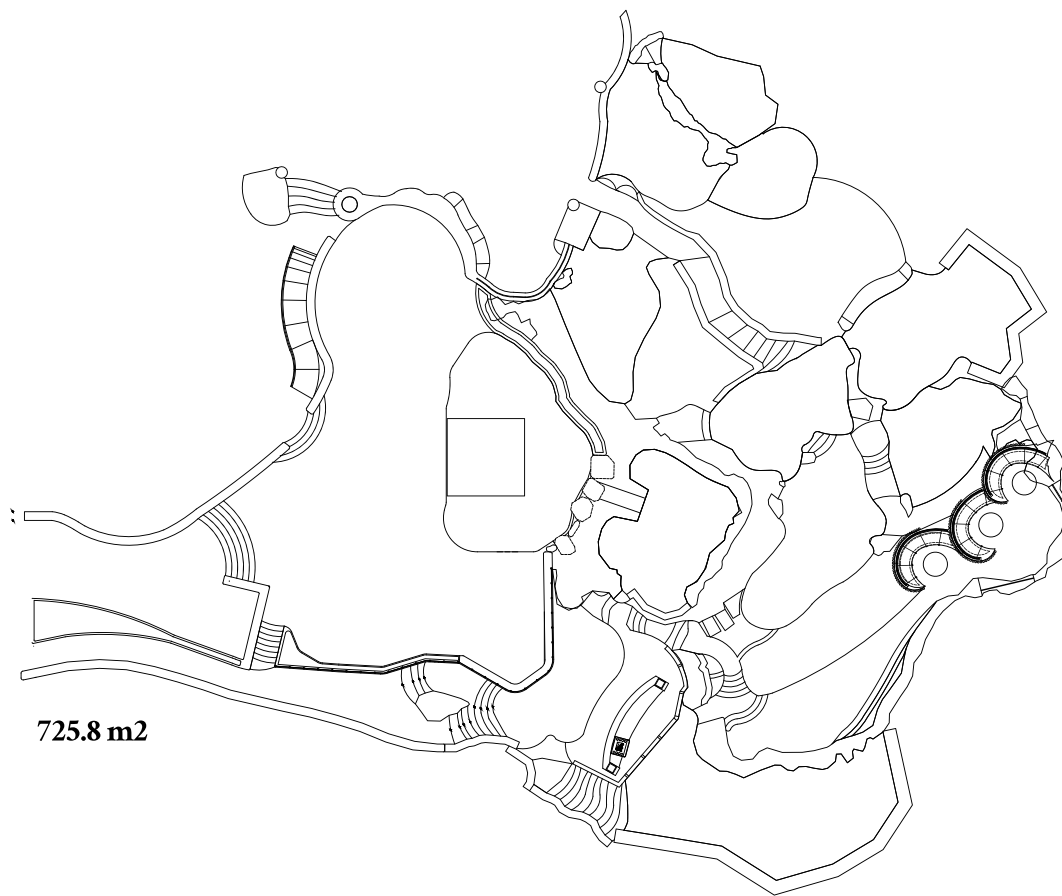
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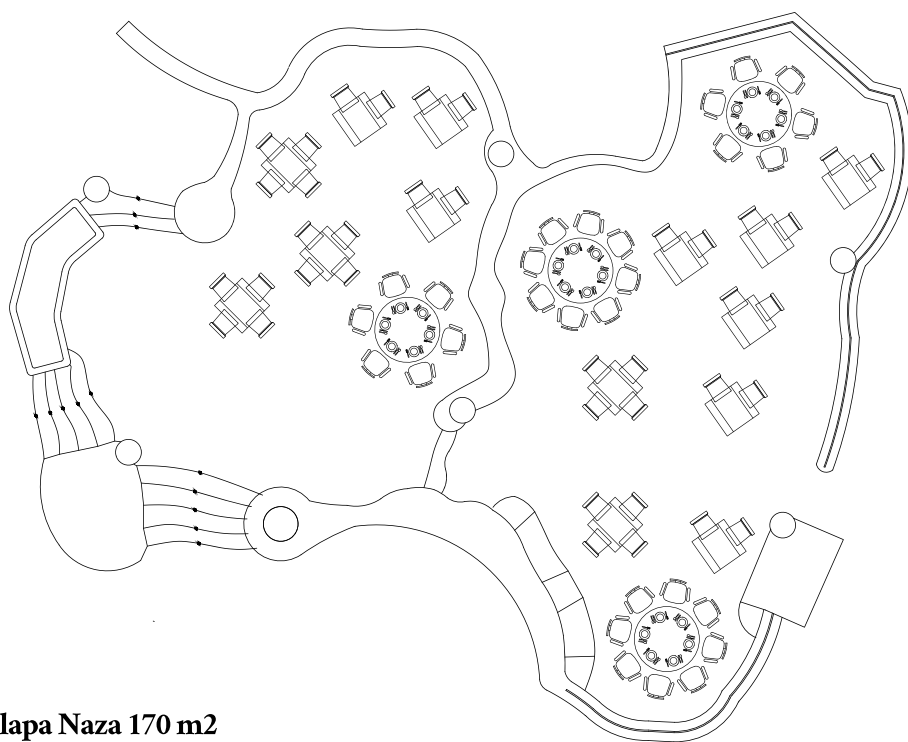
CONSIDERATIONS FOR DINER SERVICE, CORPORATE EVENTS AND WEDDINGS AT SUNSET MONALISA

Sunset Monalisa restaurant is one of the few outdoors in Los Cabos. This quality allows us to serve several diners while respecting the 1.5 m space between tables, offering quality service. Likewise, the site's topography, which has 956 m² of outdoor terraces, allows us to host corporate groups and weddings following a new safe service concept.

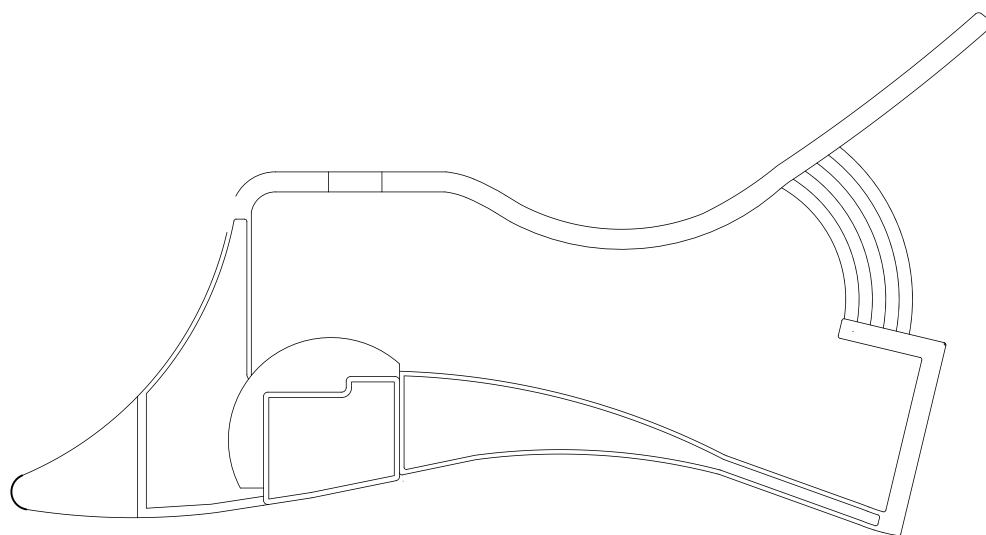
Features of the secure service at Sunset Monalisa:

- Arrangement of tables, keeping a space of 1.5 m between each one.
- Follow-up of MonaSafe cleaning protocol.
- Use of 956 m² outdoor terraces, of which 725.8 m² correspond to the uneven area, 60.8 m² to the upper deck, and 170 m² to the palapa.
- Quality of being an open-air site, which, according to WHO recommendations, is a safe space if the distance is respected within it.





Palapa Naza 170 m2



Upper Level Terrace 60.8 m2

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2. *Civil protection*
3. *Ministry of Economy. Health Secretary. Secretary of Labor and Social Welfare. Mexican Social Security Institute. Multi Agreement*
4. *NOM 251 - SSA 2009 of Mexican Quality*
5. *NOM 019 STPS*
6. *NOM 30 STPS*
7. *Punto Limpio - SECTUR*
8. *CANIRAC Recommendations*

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Sunset Monalisa

Novel Mediterranean Cuisine

More information:

P: +52-624-145-8160

SUNSETMONALISA.COM