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DATE OF INCIDENT: 13 August 2017

TIME: 20H48

SITE: Capital Hotel 20 West

GUARDS ON DUTY: (Names removed)

One the above mentioned date and time Zimbabwe's First Lady, Grace Mugabe, arrived on site with several body guards and a Police escort. The Police escort did not enter the property but parked in the street just opposite the property. During the evening, it would appear that one of Grace Mugabe's son's body guards, contacted her and informed her of their disruptive behavior.

At around 21H00 the First Lady was at rooms (four room numbers removed) where her sons and their entourage were residing. A young lady was seen fleeing the room after allegedly being assaulted by the first lady. It is alleged that the four female students who were booked in at room (room number removed) were in the company of Mugabe's sons when the incident took place. The four females fled to room (room number removed) in an attempt to flee from the First Lady.

The first lady was acting in a disruptive manner at her sons at the rooms when (name removed), a Capital staff member, contacted security. Accompanied by security staff, (name removed) attempted to speak to the First Lady but was also assaulted. Security staff intervened and stopped the assault against (name removed).

The supervising security officer contacted the onsite security officers for assistance whilst the Police were contacted. The police officers, driving a white Nissan NP200 unit number SD48 arrived on site at 21H15. The security officers also used the panic button to summon armed response at 21H17 as well as Aragon Management for further assistance. The responding armed officer arrived at 21H22 and assessed the situation. At this time the situation had calmed down and the first lady was speaking to her sons. Aragon's task team, who were standing by at Masingita Towers, were not called in as this would have escalated the situation again.

The Police officers advised the security officers that they were not to touch the First Lady or her body guards. They were however informed by the Police that they were only allowed to observe. The Police officers remained on site until 21H44. The Police officers provided no assistance whatsoever and failed to take the necessary statements at the time of the incident.

The first lady instructed her body guards to find the friends who accompanied her sons and collect the belongings of both sons in rooms (seven room numbers removed) and to place it in their vehicle. The bodyguards obeyed the instructions and searched the building for the people who accompanied her sons. The bodyguards found various items of clothing, cellphones and keys and placed same in their vehicle.

At 22H42 the GM of 20 West, (name removed), contacted Aragon Management (name removed) who was present at the room at the time to meet with him at the office. On arrival (name removed) reported that he was contacted by the US Embassy and informed that a lady was stranded in room (room number removed) and needed medical attention. (Name removed) proceeded to the room to assess the situation and offer assistance to the lady in question. The lady who requested medical assistance had a cut on her chin but requested some time to get ready. (Name removed) then came to the room and spoke to the lady as well as (name removed) from the Embassy via telephone who was assisting the lady at the time.

(Name removed) requested (name removed) to assist in taking the lady to the Morningside Hospital which is located approximately 200M from the hotel. (Name removed) escorted the lady through the fire escape to a vehicle and took her to the hospital. On arrival the injured lady approached a black Jeep Wrangler which was occupied by one male and female. (Name removed) asked the lady whether she knew the occupants and whether she feels safe to accompany them into the hospital. She confirmed that she would be fine with the people who came to assist her. (Name removed) then returned to the Hotel.

On arrival, the First Lady was still in the room speaking to her sons in the company of one of her body guards. Four body guards remained in the passage while the remaining body guards waited outside at the reception area.

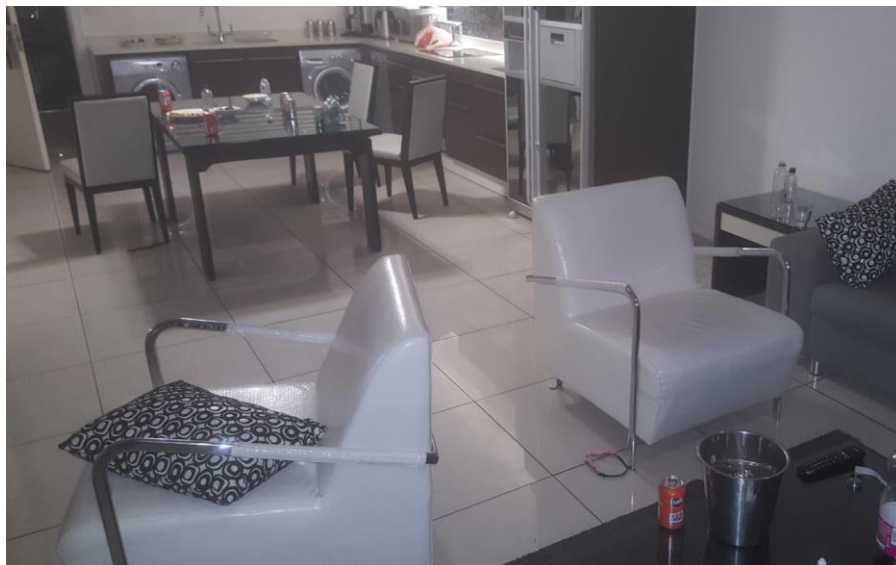
Aragon Management spoke to the body guards and instructed them to vacate the property. The body guards confirmed that they were about to leave the property however the First Lady continued speaking to her sons and their friends.

Within an hour, the First Lady, her sons, body guards and their entourage were escorted off the premises by Aragon. They left peacefully.

Herewith images of the room in the state in which it was left.



Blood stains were visible in room (room numbers removed).



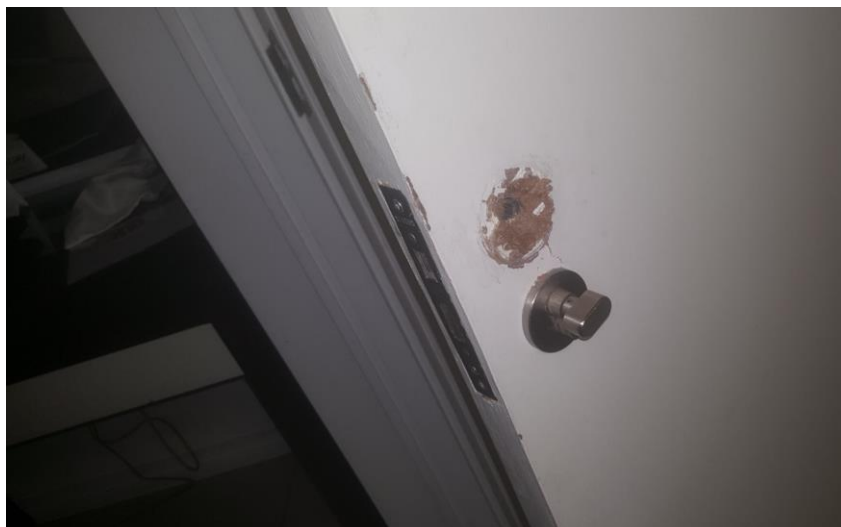
The chairs in the lounge area were moved around.



A cupboard door was broken.



Blood stains were visible on the linen.



The interlinking door was damaged.



A chair was broken during the altercation.