

Programme

23 – 24 November 2026

CISA Members: 10,5 CPD Points for Day 1 & 2

Day 1 — Monday, 23 November 2026

Day Facilitator: Jeremy Maggs (Media Specialist)

TIME	SESSION	SPEAKER(S)
07:30 – 08:30	NETWORKING Registration and Networking	—
1 · THE STAKES *Why trust and safety is now a board-level risk.*		
08:30 – 08:45	OPENING ADDRESS Under the Baobab: Who Keeps Africa's Digital Marketplace Safe?	Mashilo Boloka — CEO, OS Lab
08:45 –09:00	A MESSAGE OF SUPPORT SPEAKER Building Trust and Collaboration in the Evolving Risk Landscape	Yvonne Mothibi – CEO, IRMSA
09:05 – 09:25	What Keeps South Africa's Risk Leaders Awake: The 2026 Risk Report	Sanjay Bhana — Board Member & 2nd VP, IRMSA
09:25 – 10:00	KEYNOTE SPEAKER Africa's Digital Marketplace and the Risks Rising with It	Lincoln Mali — President, ASAPP



TIME	SESSION	SPEAKER(S)
10:05 – 10:25	**CONVERSATION WITH THE CEOS (CEO'S DIALOGUES)** The Uneven Playing Field: When global platforms and local players answer to different rules, • What will consumers expect from digital marketplaces in 2035? • Which technologies will reshape trust, payments, identity, logistics, and enforcement? • How can Africa build marketplaces that support SMEs, protect consumers, and compete globally	Alastair Tempest – CEO, Ecommerce Forum South Africa Lincoln Mali — President, ASAPP
2 · THE RULES What are the emerging regulatory risks facing African digital marketplaces as platforms, payments, data, identity, logistics, advertising and cross-border commerce become increasingly interconnected?		
10:25 – 11:10	**PANEL** Navigating Emerging Regulatory Risks in Africa: Regulatory Landscape, Safety, Compliance and Cross Border Issues	Emmah Monyanga — Technical Specialist, NRCS Kamogelo Khanye — Head of Support Services, L7 Prime
11:10 – 11:25	**TEA BREAK**	



TIME	SESSION	SPEAKER(S)
11:25 – 12:10	**PANEL** Strengthening Governance to Manage Emerging Marketplace Risks	Thabana Mahlo — Manager: Policy Assurance and Governance, ACSA Lunga Dweba — Director, GeoIntelligence Tsundzukani Maluleke - Senior Risk & Compliance Specialist, Multichoice Group Isabel Chisanga Banda - Senior Risk & Compliance Specialist, Zambia Telecommunications (Zamtel) (Lusaka, Zambia)
3 · THE HARMS *What is actually hurting people in the marketplace?*		
12:10 – 12:30	**SPEAKER** The Scam Is the Content: How Platforms Become the Delivery Channel for Fraud in Africa	Emmanual Adinkrah - GISF (Ghana)
12:30 – 13:15	**LUNCH BREAK** Lunch and Networking	
13:15 – 13:35	**SPEAKER** AI In the Marketplace: AI Image and Synthetic Media in the Marketplace	Avril Petersen
13:35 – 13:55	**SPEAKER** Fast Money, Easy Targets: Protecting Users in Africa's Fintech Boom	Elizabeth Ogunseye — Co-founder, The FintechAfrica (Nigeria)
4 · THE RECOURSE *When harm happens, where do people turn — and does it work?*		
13:55 – 14:10	**BRIEFING** What The Complaints Are Telling Us	Avitha Nofal - Head of Regulation and Oversight at the Ombud Council



TIME	SESSION	SPEAKER(S)
14:10 – 14:50	**PANEL** When It Goes Wrong Online: Are Redress and Education Keeping Up with Harm?	Prudence Moilwa — Executive Head: Complaints & Investigations, National Consumer Commission Avitha Nofal - Head of Regulation and Oversight at the Ombud Council Lesego Sibilanga (OMBUD) Siyanda Nkamisa - Executive Regions and Consumer Affairs, ICASA
5 · THE RESPONSE *What must platforms and new entrants build?*		
14:50 – 15:10	**SPEAKER** Safety Before Scale: What Founders Must Build in from Day One	Patrick Le Roux — Founder, Venture Labs
15:10 – 15:25	**TEA BREAK**	
15:25 – 16:10	**PANEL** Building Trusted Platforms on a Start-Up Budget: Lessons and Non-Negotiables for Small Enterprises and New Entrants	Katekani Baloyi Vuyo Tofile - Tech Entrepreneur and SME Development Specialist Risuna Maluleka - Group Chief Executive Officer of Flexi Group of Financial Services Mzuzukile Soni - The StartUp Legal
16:10 – 16:30	**SPEAKER** 2030 Calling: Three Scenarios for Africa's Digital Marketplace	Ben April — KPMG



TIME	SESSION	SPEAKER(S)
16:30 – 16:45	**DAY IN REVIEW** Ban, Build or Bargain? The Room Decides - Live Poll and Reflections on the Day	Jeremy Maggs — Day Facilitator
16:45 – 17:00	**CLOSE OF DAY** From The Baobab to the Bootcamp: Closing Remarks	Mashilo Boloka — CEO, OS Lab



CISA Members: 10,5 CPD Points for Day 1 & 2

Day 2 — Tuesday, 24 November 2026

Bootcamp Day

TIME	SESSION	SPEAKER(S)
08:00 – 09:00	**REGISTRATION** Registration and Networking	—
09:00 – 09:20	**OPENING** Opening Address	Dr Mashilo Boloka – CEO, OS Lab
09:20 – 12:20	**PARALLEL BOOTCAMP SESSION** Track I: The Legal Non-Negotiables: Governance, Compliance and Crisis Readiness for Marketplace SMEs Mzuzukile Soni - The StartUp Legal • An admitted attorney and former Manager of Forensic Investigations for Rest of Africa at Nedbank, • Founder of BrownSense Group, • Over 20 years of experience commercial law, IP, deal negotiations, fraud risk and compliance.	**PARALLEL BOOTCAMP SESSION** Track II: Risk and Compliance Lab: Applying A Risk-Based Approach to Produce Both a Risk- And Compliance Profile Daryl Glass - Business Consultant and Member of Duke Consulting South African Governance, Risk, and Compliance (GRC) Expert
12:20 – 13:00	**JOINT PLENARY** Do Our Biggest Risks Have Rules Behind Them?	Daryl Glass and Mzuzukile Soni, chaired by Mashilo Boloka
13:00 – 14:00	**LUNCH BREAK** Lunch and Networking	

.



Track I — The Legal Non-Negotiables: Governance, Compliance and Crisis Readiness for Marketplace SMEs

TIME	SESSION	SPEAKER(S)
09:20 – 09:50	**THE MAP** Who Regulates What: South Africa's Online Safety Patchwork, Made Practical for Marketplace SMEs	Mzuzukile Soni — The StartUp Legal
09:50 – 10:50	**THE OBLIGATIONS** What The Law Requires, Issue by Issue: Data (POPIA), Consumer and E-Commerce (CPA, ECTA), Content and Harm Cybercrimes Act), Physical Goods (NRCS) Tax/Custom, Consumer Protection Act, etc.	Mzuzukile Soni — The StartUp Legal
10:50 – 11:05	**TEA BREAK**	
11:05 – 11:35	**THE COMMITMENTS** Comply Before You Have To: International Good Practice Worth Adopting Now	Mzuzukile Soni — The StartUp Legal
11:35 – 12:20	**CRISIS READINESS** When It Goes Wrong: An Incident Walk-Through of Your Legal Duties, Hour by Hour - And Completing Your Compliance Universe	Mzuzukile Soni — The StartUp Legal



Track II — Risk and Compliance Lab: Applying A Risk-Based Approach to Produce Both a Risk- And Compliance Profile

TIME	SESSION	SPEAKER(S)
09:20 – 09:35	**THE SCENARIO** Welcome To the Marketplace	Daryl Glass - Business Consultant and Member of Duke Consulting
09:35 – 10:05	**IDENTIFY** What is happening, who gets hurt and what do the regulations require?	Daryl Glass - Business Consultant and Member of Duke Consulting
10:05 – 10:35	**ASSESS** The Rating Matrix	Daryl Glass - Business Consultant and Member of Duke Consulting
10:35 – 10:50	**TEA BREAK**	
10:50 – 11:20	**THE COMPLIANCE LENS** Same Table, Different Question	Daryl Glass - Business Consultant and Member of Duke Consulting
11:20 – 11:55	**LIVE INCIDENT** The Marketplace Under Pressure	Daryl Glass - Business Consultant and Member of Duke Consulting
11:55 – 12:20	**PRIORITISE AND DECIDE** From Two Profiles to One Board View	Daryl Glass - Business Consultant and Member of Duke Consulting