

## **ISSA Workshop: Error, Evasion, and Fraud in Social Security Systems** Livingstone, Zambia, 16–18 November 2022

### **AGENDA**

#### **Tuesday, 15 November 2022**

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| 18:00–18:15 | Official Opening Programme – Arrival of delegates   |
| 18:15–18:20 | Arrival of Guest of Honour, Ms Brenda Tambatamba, Minister of Labour and Social Security, Zambia<br>National anthem           |
| 18:20–18:25 | Welcome remarks by Her Worship the Mayor of Livingstone, Ms Constance Muleabai, Zambia  |
| 18:25–18:30 | Remarks by Mr Muyangwa Muyangwa, Director General, National Pension Scheme Authority, Zambia                                  |
| 18:30–18:35 | Address by ISSA Secretary General, Mr Marcelo Abi-Ramia Caetano   |
| 18:35–18:40 | Address by ISSA Southern African Regional Liaison Office Chairperson, His Royal Highness Prince Lonkhokhela Dlamini, Eswatini |
| 18:40–18:50 | Keynote speech by Guest of Honour, Ms Brenda Tambatamba, Minister of Labour and Social Security, Zambia                       |
| 18:50–21:00 | Cocktail Dinner   |

#### **Wednesday, 16 November 2022**

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| 09:00–12:30* | <b>Opening of the workshop</b> <ul style="list-style-type: none"><li>• Introduction of participants: Expectations and objectives</li><li>• Context, goals and methodology</li></ul> <b>Participant goals and issues to be addressed</b> <ul style="list-style-type: none"><li>• Presentations of the participating institutions on the goals and issues that they want to address (maximum three slides)</li></ul> <p>* <i>Coffee break during the morning</i></p> |
| 12:30–14:00  | <i>Lunch break</i>   |

- 14:00–16:00\* ***ISSA Guidelines on Error, Evasion and Fraud in Social Security Systems: An introduction***
- Presentation of the ISSA Guidelines
  - Group work on the identified key challenges related to the Guidelines
  - Presentation of results of group work
- \* Coffee break during the afternoon*
- 16:00–16:10 **Summary of the day and housekeeping announcements**

#### **Thursday, 17 November 2022**

- 09:00–09:15 **Day 1 reflections**
- 09:15–12:30\* ***ISSA Guidelines on Error, Evasion and Fraud in Social Security Systems: Good practices and references***
- Presentation of some good practises and references
  - Group work on comparing the good practices with institutional practice
  - Presentation of results of group work
- \* Coffee break during the morning*
- 12:30–14:00 *Lunch break*
- 14:00–16:00\* **Applying ideas and strategies to the participants' goals and issues**
- Discussion on viable strategies
  - Tips and tricks from the expert
  - Preparation of organization-based presentations
- Presentations**
- Organization-based presentations
- \* Coffee break during the afternoon*

#### **Friday, 18 November 2022**

- 09:00–09:15 **Day 2 reflections**
- 09:15–13:00\* **Presentations (continuation)**
- Organization-based presentations
- Wrap-up**
- Lessons learnt
  - How can the ISSA support you?
  - Feedback from the participants
- 13:00–13.15 **Final summary and closing**
- \* Coffee break during the morning*

13:15–14:00 *Lunch break*

14:00–18:00 **Excursion**  
*At the invitation of the host institution, National Pension Scheme Authority, Zambia*

18:00–20:00 **Closing dinner**  
*At the invitation of the host institution, National Pension Scheme Authority, Zambia*