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BASIS
Business Action to Support
the Information Society

IGF Nairobi 2011: Closing Speech by Herbert Heitmann, Executive Vice President, External Communications, Royal Dutch Shell and Chair, ICC Commission on E-Business, IT and Telecoms

Excellencies, distinguished guests, ladies and gentlemen, I am pleased to speak to you today as chair of the International Chamber of Commerce's Commission on E-Business IT and Telecoms and its BASIS initiative and as an executive of Royal Dutch Shell, a major user of the Internet and ICTs. ICC BASIS brings business from across sectors and geographies to share our expertise in these important discussions and to listen and learn from stakeholders.

I would like to start by thanking our hosts for their excellent hospitality and for the opportunity to join them in this beautiful country for the 6th annual IGF. More participants than ever before speaks volumes for the value of the IGF format and Kenya's hospitality.

The last few days have given us all again the chance to discuss some of the most pressing challenges pertaining to Internet governance and development, and we have seen again how vital the Internet is in promoting social and economic development.

It remains our most valuable evolving tool and with new developments such as cloud computing and mobile Internet resulting in new forms of consumption, its ongoing development is essential.

Speaking on behalf of businesses everywhere, the role of the private sector in driving this development cannot be underestimated - as a dynamic innovator, investor and user, the business sector is key!

However, for the private sector to continue to drive development, it's important to collectively achieve the right policy environment and the way to address these matters is through joint dialogue and action.

That's why the IGF in its existing format continues to be so important!

Mobile and cloud services have been a particular highlight at this IGF. In a world that's becoming increasingly driven by mobile devices, cloud computing, social media and the

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need and desire for always-on connectivity, it's more important than ever to have policy and legal frameworks that will enable these services for development and universal deployment.

I was also encouraged to see such a diverse group of participants at this year's forum. However we mustn't become complacent - we must continue to work together to find ways to ease participation in the IGF, particularly from developing countries.

At the same time, we must also continue to protect the format of the IGF and its founding principles. It's a proven model that leads to better informed decision making and ensures that we make genuine progress towards addressing some of the most important global economic and social Internet issues.

Moreover, we must work to capture the rich guidance, best practices and impacts of the IGF in a more creative and accessible way. All kinds of improvements to the IGF should be discussed again in a multistakeholder setting. We must remain firmly committed to the IGF process and collaborate to continue its ongoing evolution.

There have been recent calls to create new or change existing U.N. bodies to coordinate or oversee institutions responsible for the functioning of the Internet and for the development of Internet policy. We are very concerned about these calls, and believe this is contrary to the Tunis Agenda which calls for multistakeholder cooperation in Internet policy development processes and non-duplication with existing processes. Internet policy development must be done with the involvement of all stakeholders, in an open, inclusive and transparent manner. We hope all stakeholders continue to recognize the well-established and growing multistakeholder collaboration, and continue to support the open Internet, its existing organizations, and those that have built the Internet that serve all users so-well.

We call on our Host Country, Kenya, to convey this concern to the Secretary-General of the United Nations and to the President of the General Assembly in their report on the IGF proceedings.

In closing, Congratulations to our hosts on the theme of this year's IGF – **Internet as a catalyst for change: access, development, freedoms and innovation**'

I continue to be amazed by the sheer impact the Internet has on transforming societies, economies and industries and I truly believe the best is yet to come.

In 2010, there were 1.8 billion Internet users worldwide. By 2020, that number is expected to grow to 5 billion Internet users across the globe. Tripled in 10 years.

While we are just about to welcome the 7 billionth citizen on our planet, it is important to know that population growth is not so much driven by birthrate – that has stayed flat for 20 years – but by the result of an ageing society, in particular in Africa and Asia. That's why it's

so crucial to include Africa and Asia in these discussions more intensively, as well as the older generations.

And that's why it is so crucial that we continue to find new and innovative ways to ensure the right governance choices are made.

Thank you.

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