



**Asia-Pacific
Economic Cooperation**

2020/DESG/012

Agenda Item: 4

COVID-19 and Information Sharing

Purpose: Information
Submitted by: Thailand



**Digital Economy Steering Group Special
Virtual Meeting on COVID-19
26 June 2020**

We invite member economies to share information on digital-economy related policy interventions, initiatives, lessons learned, and/or solutions in response to COVID-19 ahead of the 26 June 2020 APEC Digital Economy Steering Group Special Virtual Meeting using the template below. The descriptions of the issues below are **only suggested points** to help members with the exercise, and members need not regard them as mandatory points to follow in generating their information sharing in the template. Members are advised to submit the completed template below through the APEC Collaboration System (ACS) no later than 23 June. Members are able to view and download completed templates submitted by other members on ACS ahead of the Special Virtual Meeting, and this will help DESG optimize the limited meeting time on 26 June.

- a) **Business continuity and resilience** – As COVID-19 has caused significant disruptions to economic activities and business operations, members may wish to share how they support business continuity and resilience in terms of:
 - i. Ensure access to reliable connectivity and relevant digital technologies, in particular among MSMEs, women, and young entrepreneurs, to help overcome digital divides;
 - ii. Encourage businesses, including MSMEs, to leverage digital technologies and solutions in carrying out production, business activities, and international trade, so as to maintain the stability of global supply chains;
 - iii. Encourage the digital transformation, including through digitalized production systems, e-commerce, digital supply of services, e-invoicing, and e-payments, and other services, as well as smart working solutions, including remote working, and innovative new business models.
- b) **Exchange and use of data in a secure manner** – Members may wish to share how they:
 - i. Encourage collaboration to collect, pool, process, and share reliable and accurate non-personal information that can contribute to the monitoring, understanding, and prevention of the further spread of COVID-19 as well as other infectious diseases;
 - ii. Ensure the collection and processing of COVID-19-related data is being done in an ethical, transparent, safe, interoperable, and secure manner that protects the privacy and data security of individuals, in line with prevailing international measures and domestic laws and regulations.
- c) **Use of digital technologies and solutions including for tracing purpose** – Given the importance and urgency of slowing down the spread of COVID-19, members may wish to share how they:
 - i. Use digital technologies and solutions to enable individuals and firms to continue to participate in the economy;
 - ii. Use digital technologies to help contact tracing efforts;
 - iii. Promote digital work and the development of basic digital skills in companies, public institutions, schools, and universities;
 - iv. Encourage and collaborate with the research community, private sector, and business entities to promote the use of digital technologies and solutions for the development and manufacturing of critical medical equipment and supplies (including disinfectants, Personal Protective Equipment, and ventilators) to fight COVID-19 and other infectious diseases.
- d) **Secure and trusted online environment** – Given the increased digital vulnerability in the context of a pandemic, members may wish to share how they:

- i. Enable timely domestic and international responses to counteract malicious cyber activities that present risks to the security of the digital economy;
- ii. Work collaboratively with businesses and organizations to leverage online platforms to continue sharing trustworthy information and prevent disinformation, hoaxes, and online scams;
- iii. Ensure that reliable crisis communication over digital channels is available.

e) **Preparations for economic recovery post-COVID** – Members may wish to share other policy interventions and initiatives as part of the preparations for economic recovery, given the reinforced significance of the digital economy as a result of COVID-19.

[Thailand]

[Mr. Ekapong Rimcharone EKAPONG.R@ONDE.GO.TH]

| ISSUE | POLICY INTERVENTIONS, INITIATIVES, LESSONS LEARNED, AND SOLUTIONS IN RELATION TO THE ISSUE | ACTUAL/EXPECTED OUTCOME |
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| Business continuity and resilience | 1. Providing high speed broadband internet: CAT Telecom Public Company Limited provides high quality internet with the speed up to 1 Gbps for medical personnel and people to be able to access information via internet 2. Providing broadband access subsidies 2.1 TOT SIM for Work with free text messaging and SMS Services 2.2 On top package “Work from Home” CAT Telecom Public Company Limited offers 50% discount for on top package 2.3 Three – month free service for home internet package until 31 July 2020 Ministry of Digital Economy and Society, TOT Public Company Limited, and CAT Telecom Public Company Limited support Work From Home measure 3. Offering Special tariff and payment terms for telecommunication services 4. Establishing cloud Infrastructure to support government applications/IT systems needed during COVID - 19 outbreak | 1. Ensuring access to ICT 2. Measures on social distancing for workplace and applications supporting work from home |

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| Exchange and use of data in a secure manner | <p>1. ThaiFightCOVID - 19, a website to provide information related to Covid - 19, such as sources for buying masks, alcohol gel, hospital locations, relevant information and statistics, etc.</p> <p>2. Mor Chana, a mobile application to help people assess their coronavirus infection risk, assist authorities in public health in tracking users in close contact with infected people and prevent transmission among health care workers. It enables individuals who have had contact with at-risk groups to perform a self-assessment and determine the risk level of infection based on their exposure and travel history.</p> <p>3. AI Assistant Solution, Thailand, together with Huawei Technology (Thailand) Co.,Ltd. providing AI – assisted solution with 5G technology to a hospital aiming to help diagnosis result automatically, quickly, and correctly report through the high-speed network to the hospital for increase the capacity of the hospital's examination and care.</p> | Sustaining public health response and ensuring timely provision of assistance |
| Use of digital technologies and solutions including for tracing purpose | <p>1. The AOT Airports application, an application has been developed to collect data and track both foreign and Thai travelers entering Thailand. Its aiming to help build public confidence that all inbound travelers who may be potential carriers of COVID-19 can be tracked and monitored. In the case of discontinued state quarantine in which travelers from points of departure at risk must self-quarantine at their home and domicile.</p> <p>2. “Thai Chana” This platform has been launched to support the easing lockdown measures when the department stores/shopping malls are reopened on 17 May 2020. The platform can check the numbers of customers and their reservation for visiting at the participating shop to prevent crowd gathering. It will allow the customers to report if the entrepreneurs follow disease control measures at their shops. Meanwhile, The Department of Disease Control will</p> | Sustaining public health response and ensuring timely provision of assistance |

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| | send messages to advise customers if they may contact with COVID-infected people to have the tests for the disease. | |
| Secure and trusted online environment | <p>Thailand has established a covid-19 data center for presenting accurate news, checking for fake news, managing and backing up relevant information as follows:</p> <ol style="list-style-type: none"> 1. Regulation issued under Section 9 of the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (2005) (No. 1) Thailand has tighten measures against fake news and taken responsibilities for prosecution according to Section 9 – Prohibition against sharing “any kind of news or information related to COVID-19” pursuant to the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (2005) (No. 1) 2. Anti-Fake News Center Thailand The Anti-Fake News Center Thailand is primarily responsible for monitoring and inspecting information published on social media, as well as analyzing and identifying fake news. If news with fake content is found, the Center will coordinate with relevant departments to produce accurate data, and disseminate accurate information to the public. 3. Ped Thai Su Pai, an application to verify fake news and misinformation about the COVID-19 virus. 4. Creating visual and text communication materials: COVID-19 Infographic, supporting government announcements by disseminating news, updated and reliable information increasing effective public health response and preparedness. | Combating fake news and disinformation |

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| <p>Preparations for economic recovery post-COVID</p> | <p>Thailand has allocated budgets and measures for help entrepreneurs and people affected by the Covid-19 situation as follows:</p> <p>1.Capacity building on digital skills</p> <p>1.1 DEPA Digital Transformation Fund and DEPA Mini Transformation Voucher Thailand has adopted measures to promote the effective use of digital technology and innovation as follows;</p> <p>1.1.1 DEPA Digital Transformation Fund aiming at providing consultancy services to entrepreneurs, SMEs, E-commerce businesses, and agricultures in problem – solving, cost cutting, designs in new value-added products, increase in sale volume and productivities, as well as improvement of business operation with digital technology and innovation.</p> <p>1.1.2 DEPA Mini Transformation Voucher, focusing on promoting E-commerce system and increasing sale volume from online business platforms by maximizing the use of digital technology and innovation. It is expected to attract 3,560 entrepreneurs nationwide including SMEs, MSME, and agriculturers affected by COVID-19 crisis.</p> <p>1.2 Improving Startups in digital industry, Thailand has stepped up COVID – 19 assistance measures aiming at helping entrepreneurs, especially startups to reap the full benefits of digital technology and innovations to develop their services and businesses, driving business transformation.</p> <p>1.3 Supporting public health sector in efficiently utilizing digital technology and innovation to promote greater access to community medical and public health services.</p> | <p>Remedies to alleviate the impacts of COVID – 19 and stimulate economy</p> |

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| | <p>1.4 Strengthening SME Businesses, Thailand has carried out a response plan for COVID-19 pandemic in providing assistance for SMEs in continuing their business operation.</p> <p>2.Capacity building on digital skills</p> <p>2.1 Upskilling training course</p> <p>2.2 Cybersecurity training course</p> <p>2.3 Capacity building on technology and digital innovation</p> | |