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		Classified No. : G-07
<div>1. Scope</div> <p>This standard is applicable to all car rental service providers (“providers”) which meet the classification of ROC’s Standard Industrial Classification N7721, have valid government-issued business licenses or commercial registration for offering passenger cars or light-duty truck rental services, and are offering services in Taiwan.</p> <div>2. Terms and definitions</div> <p>For this standard, the following terms and definitions shall apply.</p> <div><div>(1) Green products: Domestic or foreign products which are qualified as Green Mark, Type II Environmental Products, Energy Label, Water-saving Label, or Green Building Material Label products; or products which received certifications based on the requirements or principles of ISO 14024 and ISO 14044 (e.g., received carbon footprint labels or FSC/PEFC sustainable forestry certification capable of demonstrating efforts towards environmental friendliness).</div><div>(2) Purchase ratio: The ratio calculated based on the amount of money spent on new purchase, additional purchase or replacement purchase of products or services.</div><div>(3) Energy-saving low-pollution vehicles: Small passenger or light-duty passenger-cargo vehicles certified by Green Mark or Energy Label; or with Level I or Level II Energy Efficiency Certification of the Bureau of Energy, Ministry of Economic Affairs; or small passenger or light-duty passenger/cargo cars using</div></div>		
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cleaner fuels, such as dual-fuel (petrol/LPG) cars, hybrid electric vehicles (HEV) or electric power cars.

(4) Eco-driving: Proper driving habits established through driver education, including avoid idling warm up, reduce carload, proper use of air-conditioning and regular maintenance, so as to improve energy efficiency and achieve fuel savings.

3. Levels of Green Mark Certification

Green Mark certified car rental service providers are divided into the following levels:

- (1) Gold-level: Meet the requirements of all mandatory criteria in 4.1 and all optional criteria in 4.2.
- (2) Silver-level: Meet the requirements of all mandatory criteria in 4.1, and at least one requirement in each optional sub-criterion listed in 4.2, and meet at least 50% of all requirements in 4.2.
- (3) Bronze-level: Meet all mandatory criteria in 4.1.

Table 1 Levels of Green Mark Car Wash Services and Requirements

Level	Characteristics and Requirements
Gold	Meet all requirements of 4.1 and 4.2 criteria.
Silver	Meet all requirements of 4.1 and at least one requirement in 4.2.1 to 4.2.3, and at least 50% of all requirements of 4.2.
Bronze	Meet all requirements of 4.1.

4. Characteristics and specific requirements

The provider shall provide evidence for compliance with the following requirements.

4.1 Mandatory criteria

4.1.1 The provider's environmental management and green purchasing practices shall meet the following requirements:

- (1) No record of fines/punishments by environmental competent authority due to legal non-compliances one year prior to submitting application.
 - (2) Have environmental policy and environmental management program/action plan in place.
 - (3) Establish annual baseline data for workload, energy consumption, purchasing, and waste management.
 - (4) Implement employee environmental education and training plan and maintain relevant records.
 - (5) Conduct routine vehicle maintenance.
 - (6) Waste from the office area shall be separated and recycled according to different resource categories.
 - (7) Each year, the green product purchase ratio in at least five (5) green product categories shall be at least 20% respectively.
- 4.1.2** The provider's offering of car rental service shall meet the following requirements:
- (1) Establish vehicle management system for vehicle scheduling, maintenance, and fuel management.
 - (2) Provide map or route planning service to renters upon request.
 - (3) Prepare documents explaining performance of different types of vehicles as information to renters upon their renting the vehicles.
 - (4) Do not volunteer to provide packaged drinking water to renters.
 - (5) At least 10% of the vehicles for rent shall be energy-saving low-pollution vehicles.

(6) Establish codes of eco-driving behavior and promote awareness of eco-driving upon customers' renting the vehicles.

4.1.3 The provider's energy saving measures shall meet the following requirements:

(1) Conduct annual maintenance and adjustment of heating/ventilation/air conditioning (HVAC) system for the office area.

(2) Ensure existence of equipment/device or procedure for maintaining light off in un-occupied areas.

4.2 Optional criteria

4.2.1 The provider's environmental management and green purchasing shall meet the following requirements:

(1) Have mechanism in place to gather and review customers' comments and make improvement.

(2) Obtain environmental management system (ISO 14001) certification relevant to the car-rental services, or be awarded with ROC's Enterprise Environmental Protection Award, or National Quality Award.

(3) Each year, the green product purchase ratio in at least five (5) green product categories shall be at least 50% respectively.

(4) At least 30% of the vehicles for rent shall be energy-saving low-pollution vehicles.

4.2.2 The provider's offering of car rental service shall meet the following requirements:

(1) Offer alternative sites car return options.

(2) Vehicles for rent are equipped with GPS navigation system.

(3) Only legally-registered car wash services are commissioned to conduct car washing.

4.2.3 The provider's energy conservation measures shall meet the following requirements:

- (1) The air conditioners used in the office area which are not of the type of central air conditioning system shall all be green products.
- (2) All light fixtures in the office area shall be green products.
- (3) All exit signs or emergency directional signs in the office area shall be green products.
- (4) Provide refund to the balance of remaining fuel or adopt other measures to reduce customers' unnecessary waste of fuel.

5. Labeling

5.1 Based on the achieved level, the provider shall be labeled as "Gold-Level Green Mark Car Rental Service", "Silver-Level Green Mark Car Rental Service", or "Bronze-Level Green Mark Car Rental Service", at its site and on relevant service documents, and the Green Mark Certificate shall be placed at a prominent place on-site.

5.2 The Green Mark labeled car rental service providers shall provide information on key requirements of this certification in its promotional documents to inform the customers.

6. Notes

6.1 Green Mark-labeled providers shall conduct continuous improvement actions to the above environmental measures, and shall provide an annual report for the prior year on baseline comparison and analysis of difference in compliance with relevant requirements before the end of March each year.

6.2 When a provider applies for Green Mark for the first time and is unable to provide

evidence of compliance with criterion 4.1.1(7), it may first describe how it intend to

comply with this requirement in the application documentation. Actual result of complying with this criterion shall be provided within one-year of obtaining the Green Mark. If this criterion still cannot be conformed to within one year, the Environmental Protection Administration has the right to revoke the provider's Green Mark Certificate.