

# RCP and KnowHow: Internal & External Knowledge Stacks

THE AGENCY *PLAYBOOK*

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The restoration industry is developing two parallel knowledge infrastructure plays simultaneously, and they are more complementary than they might appear at first.

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KnowHow — the AI-powered operational knowledge platform — solves the internal problem: capturing what your best people know, making it accessible to every team member, and ensuring institutional knowledge doesn't walk out the door when someone leaves. It makes your operational playbook consistent, scalable, and resilient to turnover.

The Restoration Carbon Protocol solves the external problem: structuring your operational data — specifically the emissions data generated by your work — in a format that commercial clients can use in their ESG disclosures. It makes your environmental footprint visible, consistent, and credible to institutional clients who need it for their own reporting obligations.

## Where the Two Stacks Connect

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The connection point is job documentation. KnowHow helps your crew follow consistent protocols — which means the data generated during a job (materials used, waste generated, work performed) is more consistent and reliably captured. That consistency directly benefits RCP data quality. When crews follow a KnowHow-documented protocol for Category 3 water damage mitigation, the resulting data consistency makes the RCP calculation for that job more reliable.

In the other direction: RCP creates external accountability for the quality of your internal processes. When you're producing per-job carbon reports for commercial clients that may be reviewed by ESG auditors, the incentive to maintain rigorous job documentation increases. External reporting requirements are one of the most effective drivers of internal data discipline.

## The Two-Layer Architecture

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**Layer 1 — Internal (KnowHow):** Operational SOPs, job protocols, training materials, quality standards. Purpose: consistent execution, scalable training, knowledge retention. Audience: your team. Knowledge stays inside your organization.

**Layer 2 — External (RCP):** Per-job carbon data, client-facing reports, ESG vendor profiles, methodology documentation. Purpose: commercial client ESG compliance, preferred vendor status, market differentiation. Audience: commercial clients, their auditors, government contracting officers. Knowledge flows outward in structured, client-usable form.

Neither layer replaces the other. A contractor with excellent internal processes (Layer 1) but no external reporting capability (Layer 2) has a good operation that commercial clients can't verify. A contractor with RCP reporting capability (Layer

2) but inconsistent internal processes (Layer 1) has credibility problems — the external reports may not reflect consistent underlying reality. The competitive position that's hard to replicate is both layers, built deliberately, operating together.

### **Does KnowHow integration with RCP require a technical connection between the platforms?**

Not currently. The integration is conceptual — KnowHow documents the protocols, crews follow them, and resulting data consistency benefits RCP calculations. Future integration could include RCP data capture fields within KnowHow's job documentation workflows.

### **Which should a contractor implement first?**

Either order works. If internal processes are inconsistent, KnowHow first — consistent processes make RCP data more reliable. If processes are consistent but no external reporting capability exists, RCP first — the commercial client relationship benefit is more immediately visible. Both are worth pursuing regardless of order.

### **Are there other knowledge platforms comparable to KnowHow?**

General knowledge management platforms (Notion, Confluence, Process Street) can serve the same internal documentation purpose with more configuration effort. The RCP is compatible with any internal knowledge management approach — it's agnostic to which platform captures and delivers your operational SOPs.

## CONTINUE READING

- [RCP v1.0 Full Framework Document](#)
- [RCP JSON Schema v1.0](#)
- [How to Integrate RCP into Encircle, PSA, Dash, Xcelerate](#)

## SEE ALSO

- [RCP Audit Readiness Guide](#)

↩ [Return to RCP Knowledge Base](#)