



## CASE STUDY

# THE SCIENCE OF MORE UPTIME



## KEY TAKEAWAYS

UPS + **BIOKINETIX**<sup>®</sup>

**CLIENT NAME:** UPS

**INDUSTRY:** Global  
Transportation & Logistics

**CASE STUDY LOCATIONS:**  
6 Districts, Expanded to  
45 operations in 2018

**EMPLOYEES:**  
500,000+ globally

- UPS was spending the majority of its injury-related costs on preventable musculoskeletal injuries, categorized internally as BAKS: Back, Ankle, Knee, and Shoulder.
- To address this, BIODINETIX implemented a multi-facility, on-site comprehensive injury prevention solution across six districts to assist the company in decreasing BAKS injuries, improving overall employee well-being, and reducing costs from avoidable injuries.
- During the lifetime of the program:



**Reduction in workers' compensation claims, delivering a remarkable 10:1 ROI.**



**Reduction in DART rate**



**Reduction in lost time injury rate**



**Reduction in incurred dollar performance**



## CASE STUDY

# UPS + **BIOKINETIX**<sup>®</sup>

UPS, a global leader in logistics, faced rising costs from preventable musculoskeletal injuries—specifically those impacting the back, ankle, knee, and shoulder, collectively known internally as BAKS. In response, BIODINETIX launched a comprehensive injury prevention program designed to reduce both the frequency and severity of these injuries. The solution included on-site program managers, daily warm-up routines, personalized injury prevention plans, and targeted education and training.

## THE CHALLENGE

UPS was facing a costly and recurring challenge: musculoskeletal injuries to the Back, Ankle, Knee, and Shoulder, collectively referred to as BAKS, were not only the most common but also the most expensive injuries across their workforce. Despite being largely preventable, these injuries made up a significant portion of the company's total injury-related expenses. The scale of the issue demanded more than a quick fix. It required a company-wide shift.

UPS needed a proactive, scalable solution that could engage employees at every level, address risk at the source, and drive long-term behavior change across a nationwide network. That's when they engaged the services of BIODINETIX for our expertise in injury prevention, ergonomics, and tailored on-site programs



## THE BIODINETIX APPROACH

### BIODINETIX On-Site Program Managers

We embedded licensed athletic trainers trained as BIODINETIX Program Managers directly into high-risk facilities to lead proactive, daily injury prevention efforts.

Our approach is centered around 3E, a 3-step process combining engineering, ergonomics, and exercise.

### THESE MEDICAL EXPERTS:

- + **TRAINED UPS FACILITY MANAGERS** and union-led safety committees to lead pre-shift warm-ups
- + **MONITORED WARM-UP EXECUTION AND COMPLIANCE**, helping management implement programs to drive participation
- + **WORKED ONE-ON-ONE WITH DRIVERS** during in-hub time to create personalized injury prevention plans, including custom programs for those returning from injury



### Warm-Up Programs

We implemented warm-up programs that are time-efficient, easy to integrate, and grounded in sports medicine principles. Designed to activate muscles, prevent injuries, and prepare the body for daily tasks, the programs were applied across 18 UPS facilities within six districts across the US. The warm-up program was tailored to the specific demands and job functions of its team, ensuring relevance, engagement, and long-term effectiveness.

### Walk Off With One™

Walk Off With One™ is a daily educational initiative. Immediately following warm-ups, team members received concise, actionable tips focused on injury prevention and overall well-being.



Each Walk Off With One ergonomic tip was informed by real-time, on-site, and on-route observations of UPS employees, making the guidance practical, job-specific, and immediately applicable.

### BIOKINETIX Personal Programs

Rounding out our comprehensive approach, our Personal Programs proactively addressed early signs of discomfort and emerging health concerns. Delivered through one-on-one sessions with on-site Program Managers, these programs provided customized support to help employees stay safe, healthy, and productive, whether managing day-to-day strain or returning to work from injury.

“The well-being of our employees is first and foremost. BIOKINETIX programs provide our personnel with the latest advances in sports medicine, while at the same time building lasting relations and rapport with our staff. A winning formula that’s yielded documented ROI results with our people and profits.”

**BERNIE COLLINS,**  
EAST REGION  
HR MANAGER, UPS

### THE IMPACT

What started as injury prevention across six facilities scaled to deployment in 45 UPS operations across the United States, with an on-site dedicated licensed athletic trainer. BIOKINETIX not only reduced the severity of injuries but also significantly decreased Days Away of Restriction or Transfer (DART) and Lost Time Injury (LTI) frequency and associated costs. The hands-on approach drove behavior change from the ground up as opposed to a heavy-handed, top-down approach to help transform the UPS safety culture at every level.

## THE TIMELINE

YEAR  
**1**

First operation deployed, with a 50% reduction in injury costs within 6 months

YEAR  
**2**

Deployment expanded to three more UPS operations

YEAR  
**3**

Program scaled to 45 operations nationwide with dedicated onsite trainers



## CASE STUDY

## LAGGING INDICATORS



Reduction in workers' compensation claims



Reduction in DART rate



Reduction in lost time injury rate



Reduction in incurred dollar performance

## WHY IT MATTERS

This long-term partnership demonstrates how strategic injury prevention, leadership development, and consistent wellness engagement can drive meaningful operational and financial results. BOKINETIX partnered with UPS to build effective and scalable programs from the frontlines to facility leadership, creating safer, healthier, and more productive workplaces across the country. It's a powerful example of our commitment to the Science of More UpTime.

### THE SCIENCE OF MORE **UPTIME**

Interested in more information on how to implement an injury-prevention program and/or provide high-quality injury triage at your facility?

Contact us at [info@biokinetix.com](mailto:info@biokinetix.com) or 773-227-4447.