THE SCIENCE OF MORE **UP**TIME

CASE STUDY



Gas & Electric Utility Company
+ BIOKINETIX®

CLIENT NAME:
Confidential

INDUSTRY: Energy Utility (Electric & Gas)

CASE STUDY LOCATIONS:
Georgia, Mississippi, Virginia, Illinois

EMPLOYEES:
7,000+

DIVISIONS SUPPORTED:
Power Transmission & Distribution, Power Generation, Gas Distribution, Shared Services

KEY TAKEAWAYS

A Large Gas and Electric Utility Company was facing a cultural challenge. With a "Target Zero" safety mentality in place, the focus on achieving zero workplace incidents had created unintended consequences. Employees hesitated to report injuries for fear of being the one to "break the streak". Recognizing the need for a more constructive and sustainable safety mindset, the company transitioned to a Safety Excellence approach, redefining safety as a shared value rather than just a number. To support this evolution, the Large Gas and Electric Utility Company partnered with BIOKINETIX to roll out a comprehensive injury prevention program that included embedding licensed medical professionals throughout their sites, BIOKINETIX helped shift the organization from a reactive model to a proactive culture of safety.

75% ↓ **Decrease in total annual claim costs at Large Electric Utility**

67% ↓ **Reduction in average cost per soft tissue injury claim**

75% ↓ **Reduction in OSHA recordables at Largest Gas Utility in the Southeast**

97% ↓ **Drop in workers' compensation expenses for body movement-related injuries**

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CASE STUDY

Large Gas and Electric Utility Company + BIOKINETIX®

THE CHALLENGE

Across its family of companies, the Large Gas and Electric Utility Company consistently struggled with musculoskeletal injuries. Preventable strains and sprains, especially among aging field workers, were impacting team members' UpTime while simultaneously driving up OSHA recordables and workers' compensation claims. Many of these injuries resulted in work restrictions or lost work time. The problem intensified during the COVID-19 pandemic, when a national drop in physical therapy and musculoskeletal surgeries left workers,
"living with their pain."

They needed a scalable, data-driven solution that could reduce injury risk, engage a multigenerational workforce, and empower field leadership without disrupting operations.

"Before BIOKINETIX, my back would always crack and pop whenever I would lay down or stand up. This caused a lot of discomfort. Since doing the 3-Minute Warm-Up and my personalized exercises, I haven't had any issues with my back!"

BLAINE CARTER,
DISTRIBUTION,
CLAYTON SERVICE CENTER,
3.5 YEARS OF SERVICE

THE BIOKINETIX APPROACH

On-Site Program Managers

BIOKINETIX embedded medical professionals known as Program Managers at service centers across four states.

THESE MEDICAL EXPERTS:

+ **DELIVERED** warm-up, ergonomic, and personal care programs
+ **CONDUCTED** on-site injury triage using OSHA first aid standards
+ **SUPPORTED** education and engagement with both office and field teams
+ **COACHED** in both English and Spanish to maximize inclusion and participation

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Functional Movement Program

The Large Gas and Electric Utility Company employees completed initial movement screens that established a personal baseline score for musculoskeletal function. Each employee then received a personalized corrective exercise plan, with tools provided to support ongoing improvement. Mid-year re-screens helped track gains and adjust support accordingly.

Dynamic Warm-Up

A 3-minute, job-specific warm-up program was implemented company-wide, backed by a $1/day incentive for participation. Designed to activate muscles and prevent injury, the program became a daily habit, reinforced by leadership and peer accountability.

Ergonomics & At-Risk Behavior Interventions (ABIs)

BIOKINETIX conducted ergonomic evaluations both in service centers and out in the field with teams active on the job. Using the 3E model (Engineering, Ergonomics, Exercise), BIOKINETIX Program Managers observed job tasks and coached employees on proper movement, posture, and tool use. Real-time feedback was coupled with follow-up training and equipment recommendations to deepen the interventions and drive behavior change.

98% of discomfort cases addressed through BIOKINETIX Personal Programs were resolved without the need for external medical care. These early interventions reduced claim volumes and prevented minor soreness from becoming major injuries.

Walk Off With One™ Education

To further support daily awareness and behavior change, BIOKINETIX Program Managers delivered bite-sized injury prevention tips during morning huddles. These tips addressed risks identified through ABIs and field observations, helping reinforce new habits with practical, timely advice.

Personal & Well-Being Programs

One-on-one programs helped address soreness, strain, and wellness goals before they became injuries. With a 98% mitigation rate, these proactive sessions reduced the need for external care and kept employees productive and pain-free.

CASE STUDY

THE IMPACT

From a pilot with 350 employees in North Georgia, the BIOKINETIX team scaled to support over 7,000 employees across four states. The comprehensive, programmatic approach resulted in substantial injury reductions and long-term cultural change.

THE RESULTS

75%
reduction in claim costs at Large Electric Utility Company

67%
drop in average cost per soft tissue injury claim

75%
decrease in OSHA recordables at Large Gas Utility Company

97%
reduction in workers' comp expenses for body movement injuries

98%
injury mitigation rate through Personal Programs

93%
success rate for well-being goals in one-on-one programs

WHY IT MATTERS

Our partnership with the Large Gas and Electric Utility Company exemplifies how a strategic, embedded approach to injury prevention can drive measurable results across a geographically dispersed, high-risk workforce. From the frontlines to leadership, we helped them create a safer, more productive workplace through real-world coaching, personal engagement, and system-wide consistency. Hearing directly from team members on how the program changed not only their work life but also their personal well-being is what we mean by the Science of More UpTime.

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Interested in more information on how to implement an injury-prevention program at your facility?

Contact us at info@biokinetix.com or 773-227-4447.