

# WhatsApp rolled out to all Met phones

31 October 2023

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Officers and staff will be able to use WhatsApp on their work devices from this week, as the app is rolled out across all Met-issued smartphones in the coming days.

The development will speed up communication between colleagues, partners, victims and stakeholders and simplify time-consuming team admin tasks, enabling you to focus on what's important: less crime, high standards and more trust.

Watch the short animation below which explains how WhatsApp on Met smartphones should (and shouldn't) be used, read the short [Met instant messaging app guide](#), and follow [instructions to set up, configure, and use instant messaging](#) on your Met smartphone.

*[Click on the video for it to play in MS Streams. If you haven't signed into MS Streams before, you may be prompted to log-in when you click on the video - this is the same log-in as your Aware/Met account. If you have any issues playing the video, please copy and paste this link into MS Edge or Google*

*Chrome: <https://web.microsoftstream.com/video/fdfa6e5a-8ea1-47f7-a91e-c6068dabd32e/>*

Personal responsibility, common sense and high standards  
We speak to the Deputy Commissioner about the rollout.

The Deputy Commissioner, Dame Lynne Owens said:

“This is a hugely positive step, which will make your working lives easier, your teams more efficient and our organisation more responsive. The Commissioner and I have met and listened to many of you over the last few months and we know that this development, along with others we have brought in via [Met Succeed](#), will help you in your work.

“WhatsApp is a widely-used instant messaging platform which most of us are already familiar with. By giving us access to it via our Met-issued devices, and being clear that personal devices are not used for policing purposes, we can both improve and simplify how we communicate.

“When using it on your Met device there are three simple principles everyone needs to keep in mind: *personal responsibility, common sense and high standards*. All communication must be professional and the Standards of Professional Behaviour apply to all messages, whether sent on or off duty.”

#### Use of Whatsapp

Met business must only be conducted on Met-issued devices; personal devices should not be used for work purposes. Lawful Business Monitoring (LBM) will apply to messages sent via instant messaging apps on all Met devices.

Use WhatsApp in the same way that you would use any Met provided app like Teams and email: if you don't consider a message to be appropriate for MS Teams then it's not suitable to be sent via WhatsApp.

Below we provide further information about how WhatsApp should be used with colleagues, stakeholders, victims, witnesses and suspects.

#### Between colleagues

Instant messaging between colleagues or groups of colleagues is permitted, provided the messaging is professional. Acceptable communication will often be logistical, regarding matters such as resource allocation, messages of support or encouragement, or non-sensitive advice and guidance. Instant messaging may also be used to arrange and coordinate work-related events.

Content of instant messaging must not include:

- Information that would attract a protective marking of OFFICIAL-SENSITIVE or above e.g. photos of offenders, PNC records, biometric information, intelligence etc.
- Evidential material, or material generated in the course of an investigation which would engage CPIA (Criminal Procedure and Investigative Act) retention and disclosure obligations.
- Operational decision making, or a record of such decision making rationale.

Instant messaging is not the forum in which to create, share, record or store operational information.

#### Instant messaging with stakeholders, partners and the public

WhatsApp can be used to contact members of the public, including stakeholders, victims and partners and may be a useful way to update community groups via group chats and broadcast lists.

Messaging victims, witnesses and suspects is permitted but should only be used if the member of the public indicates that is their preferred method of communication. The limitations of use, such as not being available 24/7 or to be used in an emergency, should be discussed. Any communication should be recorded on CONNECT, where appropriate.

Confidential or evidential material must not be shared through instant messaging; where evidential material is sent unexpectedly to an officer via WhatsApp, the chat should be exported and uploaded to Axon Capture as soon as possible and the actions recorded on CONNECT.

#### Initial set up

To maintain a professional standard, all users need to follow the instructions to set up and configure WhatsApp as explained in the [instructions to set up, configure, and use instant messaging](#).

#### Further information

Refer to [instant messenger user guide](#).

Download the [instructions to set up, configure, and use instant messaging](#).

See the [Use of Met computer systems policy](#).

Use the Met crest as your profile picture: [Open a copy, screengrab the image \(press the on/off button and the volume button\), crop and save to your gallery which can be accessed by WhatsApp when setting up your profile picture](#).