

May 5 2004

clay.harris@ft.com direct line: +44 20 7873 4122

I am happy to write this open letter of recommendation for Dorothy Krause. Dorothy was responsible for monitoring and supervising the monitoring of Financial Times Forums through my tenure as News Editor of FT.com. This was a period of great expansion and ambitious experimentation on many fronts, and online forums played an important role in extending our reach and engaging our new online readers. We could not have done it at all, and certainly not as well, without Dorothy.

Where we brought little more than journalistic instinct to the table, Dorothy provided a deep experience of on-line forums. But FT.com took us all into new areas. The Financial Times is a serious, even cautious, newspaper and giving a forum to such free expression of views was seen as a departure that carried a reputational risk.

The international spread of our readers meant that issues of taste and potential offence were far more fraught than if the audience had been homogeneous. This was especially true after September 11 2001. It was a challenge to our shared Anglo-American instinct for free expression.

Dorothy perceived the complexity and sensitivity of the situation without any prompting and bore the greatest burden in executing our evolving policy. She was patient and polite even when she had to get tough with persistent offenders. She was not passive; she contributed her own ideas. There was a great sense of collaborative working through thorny issues.

As a steward, Dorothy treated the forums as if they were her own, in the best possible sense. She was conscientious throughout long, unsocial hours (because no one ever knew when activity would flare up during the FT's 24-hour day). Above all, we trusted her to make the decisions on the spot and were never unhappy with the outcome.

Please feel free to contact me for any further information.

Yours sincerely,

Clay Harris
Clay Harris

News Editor, FT.com 1999-2002

Senior Corporate Reporter, Financial Times 2003-present

