



G L A T F E L T E R
Beyond Paper

Corporate Headquarters
96 South George Street
York, Pennsylvania 17401 U.S.A.
www.glatfelter.com

For Immediate Release

Contacts:

Investors:
John C. van Roden
(717) 225-2790

Media:
William T. Yanavitch
(717) 225-2760

Glatfelter Unveils Performance Plus to Book Publishing Industry
Service program provides greater flexibility, dramatically reduces delivery time

YORK, Pa. (May 11, 2004) – Glatfelter, a global supplier of specialty papers and engineered products, announced today the launch of Performance Plus – a new service program designed around the unique needs of the book publishing industry.

Performance Plus features the company's highest quality papers in the most desirable shades, finishes and basis weights, including Glatfelter Offset, the industry standard for premium, uncoated book publishing paper. Also included is Glatfelter End-Leaf, designed to form an extra-strong bond between text and case, and Restore Cote, a leading recycled, film-coated product for textbooks.

Central to the program are the elimination of any trim requirements and improved speed of delivery. Papers ordered from the Performance Plus program are guaranteed to ship within seven business days and depending on the location, quantity and time of order, some papers may even arrive within 24 to 48 hours.

"Performance Plus improves ease of ordering and reduces cycle time while providing best-in-class availability to our customers," said Dante Parrini, senior vice president and general manager, Glatfelter. "The program is another Glatfelter-driven initiative to provide an unparalleled level of service for the distinctive needs of the book publishing industry."

To further deliver innovative solutions, Glatfelter has also streamlined its custom book paper line to improve its ability to service custom orders and offer new recycled products like Natures, a 50 percent Post-Consumer Waste (PCW) grade.

"At Glatfelter, we've been committed to the book publishing industry since day one, and as market conditions have continued to change, we've remained constant in supporting the ongoing needs of the industry. The book publishing industry is, and always will be, core to Glatfelter papers," said George H. Glatfelter II, chairman and chief executive officer, Glatfelter.

The Performance Plus program will go into effect June 1, 2004. For more information about Performance Plus, contact Glatfelter Customer Support at (800) 955-1111 or visit www.glatfelter.com/performanceplus.

With headquarters in York, Pa., Glatfelter is a global manufacturer of specialty papers and engineered products. U.S. operations include facilities in Spring Grove, Pa., and Neenah, Wis. International operations include facilities in Germany, France and the Philippines. The company's common stock is traded on the New York Stock Exchange under the ticker symbol GLT.

###